KNOWLEDGE UNIVERSITY

ERBIL • KURDISTAN REGION OF IRAQ

Staff Induction Programme (2026-2027)

Academic administrative and technical staff

A structured welcome and practical guide for the first 90 days of employment.

Document control

Field	Record
Status	Proposed institutional document for review and approval
Version	1.0 | November 2026
Academic year	2026–2027
Proposed owner	Human Resources with the Directorate of Quality Assurance and Accreditation
Approving authority	To be confirmed by the University
Approval and review	Approval date: _____ Review date: _____

Implementation arrangements in this programme are recommendations until formally approved. University policies and employment terms remain the authoritative references.

STAFF INDUCTION / 02

Welcome to Knowledge University

Welcome to Knowledge University. Joining the University means becoming part of a community committed to high quality education, research, professional service and societal development. Every staff member contributes to the student experience and the effectiveness of the institution.

This programme provides the information, practical support and guidance needed to begin work confidently. It introduces the University's purpose, organisational arrangements, professional expectations, systems and services.

New colleagues are encouraged to participate actively, ask questions, seek guidance and share their experience. Induction is a shared responsibility between the new staff member, their line manager and the relevant university units.

How to use this programme

- Complete the common induction components, then follow the training relevant to your role.
- Keep the completion evidence and record questions for your manager or mentor.
- Use the 30, 60 and 90 day reviews to resolve difficulties and agree further support.

Programme navigation

Pages	Content
3–10	Purpose, institution, employment, conduct, safety and systems
11–15	Academic, administrative and technical induction
16–20	Quality, research, development, support and website resources
21–24	Delivery schedule, checklist, reviews and completion

President's welcome and signature may be inserted following institutional approval.

STAFF INDUCTION / 03

Purpose scope and outcomes

The purpose of staff induction is to support a consistent, effective and welcoming transition into employment at Knowledge University.

The programme covers newly appointed academic, administrative and technical staff. Visiting, part-time and temporary colleagues should complete the components relevant to their duties. Existing staff moving into substantially different roles should receive supplementary induction.

By the end of induction staff should be able to

- Explain the University's mission and their contribution to it.
- Identify responsibilities, reporting relationships and support contacts.
- Locate and apply relevant policies and procedures.
- Use the digital systems required for their work.
- Follow applicable safety and confidentiality requirements.
- Meet the quality standards associated with their role.
- Agree an initial work plan and professional development priorities.

Shared responsibility

The line manager coordinates local induction and checks practical readiness. HR coordinates employment information and completion records. Specialist units deliver relevant training. The staff member participates and raises unresolved needs promptly.

Completion evidence

A personal induction plan showing required components, responsible officers and target dates.

STAFF INDUCTION / 04

Understanding the University

Knowledge University is a private university established in Erbil in 2009 and licensed by the Kurdistan Region's Ministry of Higher Education and Scientific Research. Its website describes a multidisciplinary institution with laboratories, conference spaces and a landscaped campus near Kirkuk Road.

Orientation topics

- University history and development.
- Academic and administrative community.
- The relationship between teaching, research and community service.
- Campus facilities and how to access them.
- Current institutional priorities and departmental objectives.

Getting to know your unit

Visit your college, department or directorate webpage with your manager. Discuss its principal activities, the people it serves and the other units with which it works.

Practical activity

Identify three ways in which your role contributes to the work of your unit and to the student experience. Discuss these contributions at your first manager meeting.

Completion evidence

A brief role contribution statement and confirmation that the relevant unit webpage has been reviewed.

Website reference: https://knu.edu.iq/the_university

Editorial control: insert student and staff numbers only after checking the latest approved institutional statistics.

STAFF INDUCTION / 05

Mission vision and values

The published vision emphasises national development through education, research and entrepreneurship. The mission highlights technical knowledge, educational quality, practical problem-solving, leadership and responsiveness to labour-market needs.

Putting institutional priorities into practice

Priority	Staff contribution
Educational quality	Prepare effectively, provide reliable support and improve performance.
Practical problem-solving	Connect learning and services to real needs.
Research	Support responsible inquiry and knowledge development.
Leadership	Take responsibility and communicate clearly.
Societal contribution	Participate in relevant professional and community activities.
Labour-market relevance	Keep disciplinary knowledge and professional skills current.

Recommended shared professional values

Integrity, respect, fairness, accountability, inclusion and continuous improvement should guide everyday working relationships. These proposed values should be aligned with approved University policies before publication.

Completion evidence

The staff member can explain how at least two institutional priorities relate to their assigned duties.

Website reference: https://knu.edu.iq/missionvision

STAFF INDUCTION / 06

Organisation and communication

Staff should receive the current approved organisational chart and an explanation of how decisions and responsibilities are distributed. The University's organisational structure and staff webpages support introductions and identification of relevant offices.

The line manager should explain

- Direct reporting relationships and responsibilities within the unit.
- Relevant committees and meeting arrangements.
- Routine communication and document approval channels.
- How to escalate unresolved work-related concerns.
- Who may authorise expenditure, approve documents or represent the University.

Personal contact record

Contact	Name and contact details
Line manager	_____
Induction mentor	_____
HR contact	_____
IT support	_____
QA coordinator	_____
Safety contact	_____

Completion evidence

A completed contact record and a clear explanation of the staff member's reporting relationship.

Website reference: https://knu.edu.iq/knu_structure

STAFF INDUCTION / 07

Employment and HR orientation

HR should explain the staff member's approved employment arrangements clearly and privately. The appointment documentation and current approved policies determine the applicable conditions.

HR briefing topics

- Contract, job description and appointment conditions.
- Working arrangements and attendance reporting.
- Leave requests and absence notification.
- Payroll arrangements and required documentation.
- Probation or initial performance review where applicable.
- Staff identification and personnel records.
- Grievance and disciplinary procedures.
- Employment-related benefits and eligibility.

Staff handbook

The website provides a Staff Handbook page. HR should confirm the current approved version, explain subsequent amendments and identify the sections relevant to the appointment.

Completion evidence

Confirmation that the staff member has received their job description, employment information and relevant handbook.

Record of discussion

HR officer: _____ Date: _____

Outstanding question or action: _____

Website reference: https://knu.edu.iq/handbook_staff

STAFF INDUCTION / 08

Professional conduct and integrity

Staff should understand the approved expectations governing professional behaviour and how these expectations apply in everyday situations. The website links to Academic Ethics and Professional Conduct resources.

Required discussion

- Respectful communication with students, colleagues and visitors.
- Fair and consistent treatment and appropriate professional boundaries.
- Confidential handling of personal and institutional information.
- Conflicts of interest and appropriate declarations.
- Responsible use of University property and resources.
- Academic honesty and accurate reporting.
- Reporting misconduct through approved channels.

Scenario discussion

Situation	Discussion prompt
Confidential information	A colleague requests a student record. How do you check authority before sharing?
Conflict of interest	A personal relationship may affect a decision. Who should receive the declaration?
Workplace behaviour	You observe inappropriate behaviour. Which approved reporting route applies?

Completion evidence

Required policies acknowledged and scenario responses discussed with the manager or induction facilitator.

Website reference: https://knu.edu.iq/ — Academics menu

STAFF INDUCTION / 09

Campus orientation and safety

Every new staff member should complete a guided tour relevant to their workplace and receive immediate safety instructions. The Health and Safety Center's published mission addresses health, safety and environmental risk management.

The tour should identify

- Assigned office, teaching rooms and technical work areas.
- HR, IT support and other essential service points.
- Library, laboratories and meeting facilities.
- Building exits and approved assembly points.
- First-aid arrangements and emergency contacts.
- Accessible routes, parking and visitor arrangements.

Workplace specific instruction

Staff should receive relevant instructions before undertaking hazardous activities. Laboratory, clinical, workshop and fieldwork authorisation should be recorded separately where applicable. The local safety briefing must use verified emergency arrangements.

Local safety record

Item	Confirmed information
Assembly point	_____
Emergency contact	_____
First-aid contact	_____
Tour completed by and date	_____

Completion evidence

Signed safety orientation record and any required specialist authorisations.

Website reference: https://knu.edu.iq/center?centerId=7

STAFF INDUCTION / 10

Digital systems and security

Digital induction should combine account setup with supervised practice. The website provides a staff login link to the ERP system. Access to other systems should be arranged according to the employee's duties.

Training topics

- Institutional email and official communication.
- ERP and relevant administrative functions.
- LMS access where required.
- Shared folders and approved document storage.
- Password security and account protection.
- Phishing recognition and incident reporting.
- Secure handling of student and staff records.
- Access permissions and appropriate information sharing.

Practical access check

System	Access checked	Training or follow-up
Email	Yes / Pending	_____
ERP	Yes / Pending / N A	_____
LMS	Yes / Pending / N A	_____
Shared storage	Yes / Pending	_____

Completion evidence

Successful login to each required system and completion of one representative task using demonstration data where possible.

Website reference: https://knu.edu.iq/ — Staff login; https://erp.knu.edu.iq/

Preparing to teach

Academic staff should meet their Head of Department and QA coordinator before beginning teaching. The meeting should establish the approved requirements for the assigned modules and the support available.

Confirm before teaching begins

- Assigned modules and teaching responsibilities.
- Timetable, rooms and learning resources.
- Approved course specifications and learning outcomes.
- Coursebook or syllabus requirements.
- Weekly teaching and practical plans.
- Student consultation arrangements.
- Applicable semester or Bologna Process requirements.
- Departmental submission deadlines.

Preparation workshop

Review a model coursebook with an experienced colleague. Check the relationship between learning outcomes, weekly topics, teaching methods and assessment. Prepare the first teaching session and verify access to the required classroom technology.

Completion evidence

A reviewed course plan and prepared initial teaching session.

Manager verification

Module or course: _____

Reviewer and date: _____

Website reference: https://knu.edu.iq/tqa_message

STAFF INDUCTION / 12

Assessment and examinations

Academic staff must understand the assessment procedures applicable to their modules. The published policy addresses learning-outcome alignment, assessment planning, grading criteria, moderation, feedback, academic integrity and appeals.

Practical workshop

- Design assessments that measure intended learning outcomes.
- Prepare questions, model answers and marking schemes.
- Communicate approved assessment criteria.
- Protect examination materials.
- Mark consistently and participate in moderation.
- Record and submit marks accurately.
- Provide constructive feedback.
- Refer assessment appeals through approved procedures.

Sample assessment review

The reviewer should check coverage of learning outcomes, clarity of instructions, suitability of question demand, marks allocation and the consistency of the marking scheme. Any corrections should be completed before the assessment is used.

Completion evidence

One sample assessment reviewed by an experienced colleague or designated departmental reviewer.

Assessment reviewed: _____

Reviewer and date: _____

Website reference: https://knu.edu.iq/assessment_examination

STAFF INDUCTION / 13

Course files and teaching evidence

Academic staff should begin organising course evidence at the start of teaching. The published requirements specify an end-of-semester submission through the arrangements directed by the department.

Required course file structure

Section	Typical evidence
1 Course information	Title, code, level, programme, semester and instructor
2 Planning	Approved syllabus, learning outcomes and weekly plan
3 Teaching	Lecture notes, slides, tutorials and practical resources
4 Assessment	Questions, model answers, marking schemes and rubrics
5 Student work	Representative high, medium and low performance samples
6 Analysis	Results, grade distribution and outcome achievement
7 Evaluation	Student feedback, reflection and peer review
8 Improvement	Issues, actions and recommendations for future delivery

Use the approved departmental template. Protect student information and retain evidence through authorised systems.

Completion evidence

A course folder established, with the submission route and deadline confirmed by the QA coordinator.

Website reference: https://knu.edu.iq/course_file

STAFF INDUCTION / 14

Administrative service and records

Administrative induction should focus on the processes assigned to the employee. The line manager should explain the purpose of each process, the records required and the limits of delegated authority.

Demonstrate the assigned workflows

- Receive, register and route correspondence.
- Prepare documents using approved templates.
- Maintain accurate records and filing systems.
- Process requests within delegated authority.
- Handle enquiries professionally.
- Protect confidential information.
- Manage deadlines and outstanding actions.
- Refer complex matters to the appropriate officer.

Practical activity

Complete a representative task from receipt to closure. Explain the approval points, document storage location and communication required at each stage. The manager should check accuracy and identify any further training.

Completion evidence

A checked work sample and a clear list of duties, approval points and expected turnaround times.

Local workflow record

Process demonstrated: _____

Approving officer: _____

Record location and target time: _____

STAFF INDUCTION / 15

Technical laboratory and clinical work

Technical induction should be tailored to the facilities and risks of the assigned workplace. The website identifies pharmacy, medical, engineering and computer laboratories that can support orientation.

Relevant training topics

- Equipment inventories and operating instructions.
- Authorised access and supervision.
- Preparation for practical teaching.
- Maintenance, calibration and fault reporting.
- Chemical or biological handling where applicable.
- Waste segregation and disposal.
- Personal protective equipment.
- Incident reporting and emergency response.
- Clinical confidentiality and placement arrangements where relevant.

Competence before independent work

An authorised supervisor should demonstrate the task, observe the staff member’s practice and record the result. Where further supervision is required, the scope and review date should be documented.

Completion evidence

Confirmation of competence for assigned equipment or activities before independent work.

Equipment or activity: _____

Authorised supervisor and date: _____

Website reference: https://knu.edu.iq/ — Services and Facilities menu

STAFF INDUCTION / 16

Quality assurance and improvement

Quality assurance is an ongoing responsibility connected to everyday work. Staff should understand which standards, evidence and review activities apply to their role.

The Directorate's published remit includes student feedback, teacher portfolios, continuous academic development, peer review, staff profiles, accreditation and institutional ranking activities.

Induction discussion

- Role-specific QA responsibilities and required evidence.
- Reporting cycles and submission deadlines.
- How feedback is collected and used.
- How observations and reviews support improvement.
- Sources of guidance at department and university levels.

Personal QA schedule

Requirement	Deadline or cycle	Responsible contact
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Completion evidence

A personal schedule of relevant submissions and reviews confirmed by the appropriate coordinator.

Website reference: https://knu.edu.iq/tqa_message

STAFF INDUCTION / 17

Research and scholarly engagement

Research induction should introduce academic staff and relevant research-support personnel to approved University research arrangements. The website provides a Research Center page, publication information and publication registration links.

Topics for the initial research discussion

- Departmental research priorities and potential collaborators.
- Research ethics approval before applicable activities begin.
- Responsible authorship and publication practices.
- Research data management.
- Accurate institutional affiliation.
- Publication registration and reporting.
- Research profiles and scholarly visibility.
- Participation in seminars and research groups.

Agree a realistic next step

The next step should reflect the appointment and workload. It may involve meeting a research group, preparing an ethics application, reviewing a research plan or updating an institutional research profile.

Completion evidence

An initial research discussion and an agreed next step appropriate to the appointment.

Agreed action and target date: _____

Research contact: _____

Website reference: https://knu.edu.iq/center?centerId=6

STAFF INDUCTION / 18

Development and collaboration

Each new staff member should prepare an initial development plan with their line manager. The Continuous Learning Center describes training opportunities to develop knowledge and professional skills. The website also links to international relations, Erasmus+ and partnership information.

Possible development priorities

- Teaching and assessment.
- Digital and administrative skills.
- Language and communication.
- Research methods and scholarly writing.
- Technical competence.
- Leadership and supervision.
- Professional or international collaboration.

Initial development plan

Objective	Activity and support	Target date
_____	_____	_____
_____	_____	_____
_____	_____	_____

Participation, funding and eligibility follow the relevant approved arrangements.

Completion evidence

Two or three development objectives with activities, timescales and review dates.

Website reference: https://knu.edu.iq/center?centerId=9

Student support and wellbeing

All staff should understand how to respond appropriately when students need assistance. A helpful response combines respectful listening with referral to the appropriate service.

Staff should be able to

- Direct academic concerns to the relevant department.
- Refer administrative enquiries to the correct service.
- Support access and participation through approved arrangements.
- Handle sensitive information carefully.
- Escalate urgent concerns through established University procedures.

Counselling and referral

The Psychosocial Counseling Center describes student counselling, academic and social guidance, awareness activities and referral for specialist support. Its webpage is a useful resource when guiding students towards help.

Staff should understand the boundaries of their role and avoid promising confidentiality beyond the applicable procedures. HR should separately confirm staff wellbeing contacts and eligibility.

Practical activity

Discuss how to respond to a student whose personal difficulties are affecting attendance. Identify the academic contact, support service and appropriate handling of information.

Completion evidence

A completed student-support referral exercise.

Website reference: https://knu.edu.iq/center?centerId=11

STAFF INDUCTION / 20

Using the University website

Demonstrate the website during induction so that staff can find institutional information, relevant guidance and development opportunities confidently.

Resource	Practical benefit	Induction task
Overview and mission	Institutional understanding	Connect the role to the mission
Structure and staff pages	Contacts and responsibilities	Locate relevant offices
Academic calendar	Planning and deadlines	Record applicable dates
Staff and QA handbooks	Reference guidance	Find approved versions
Assessment policy	Consistent assessment	Review an assessment scenario
Course file requirements	Teaching evidence	Set up a course folder
Registration forms	Institutional reporting	Locate relevant forms
Centres and facilities	Access to services	Identify support resources
News and events	Engagement and development	Find a relevant activity

Guided website task

Bookmark the pages most relevant to your duties. Check publication dates and confirm policy versions with the responsible unit when needed. Report broken links or outdated information through the designated website contact.

Completion evidence

A personal set of useful website bookmarks and demonstrated ability to find a required policy or service.

Website reference: https://knu.edu.iq/

Delivery and responsibilities

This recommended schedule combines institutional orientation, practical training and supervised work. Local induction should begin promptly, including for staff joining between group sessions.

Stage	Activities	Lead and evidence
Before arrival	Welcome pack, job description, workspace and account requests	HR and manager Pre-arrival checklist
First day	Welcome, HR briefing, tour and immediate safety instructions	HR, manager and safety representative Day-one record
First week	Systems, policies, introductions and role training	Service teams and department Training checklist
Weeks 2–4	Supervised tasks, mentoring and work-plan review	Manager and mentor Work samples and 30-day review
Days 31–60	Further training, feedback and progress review	Manager 60-day review
Days 61–90	Competence review, development plan and sign-off	Manager and HR Completion record

Adapting the programme

Part-time, visiting and temporary colleagues should receive an equivalent programme adapted to their duties and working pattern. Record any component that is not applicable and the reason. Arrange a catch-up session for missed essential training.

Completion evidence

A scheduled induction plan with named responsible officers.

First week programme

The following session lengths are recommendations. Sessions may be divided into shorter meetings and adapted to operational needs.

Day	Session	Duration
1	Welcome, mission, organisation and introductions	60 min
1	HR arrangements and handbook orientation	60 min
1	Campus tour and safety briefing	90 min
2	Email, ERP and relevant digital systems	120 min
2	Conduct, confidentiality and information security	60 min
3	Role-specific academic, administrative or technical induction	180 min
4	QA requirements and evidence management	90 min
4	Student support and referral routes	45 min
5	Research, development and relevant opportunities	60 min
5	Manager meeting and initial work plan	60 min

End of week discussion

Confirm that essential access works, immediate safety questions are resolved and duties are understood. Agree the first month’s priorities and identify further training or supervised practice.

Completion evidence

First-week checklist completed and a date agreed for the 30-day review.

Checklist and review record

Staff name: _____ Unit: _____

Role: _____ Start date: _____

Induction item	Date	Evidence or follow-up
Job description and reporting explained		
Employment arrangements discussed		
Handbooks and policies received		
Essential accounts activated		
Safety orientation completed		
Key colleagues introduced		
Role-specific tasks completed		
QA duties and deadlines explained		
Development objectives agreed		

Review checkpoints

Review	Focus	Date and reviewer
30 days	Access, role clarity, early work and support needs	_____
60 days	Progress, work quality and further training	_____
90 days	Completion, remaining actions and development	_____

Outstanding actions must have a named owner and completion date. Use additional review notes where needed.

STAFF INDUCTION / 24

Completion and useful references

Completion should be confirmed through participation, practical evidence and discussion with the line manager.

Staff member: _____ Manager: _____

Outcome: Completed / Completed with actions / Further induction required

Outstanding actions and deadlines: _____

Staff signature: _____ Date: _____

Manager signature: _____ HR recording date: _____

Evaluation and annual review

Ask staff what was useful, what remains unclear and what should improve. Monitor first-week participation, completion within 90 days, account delays, safety training and recurring concerns. Record resulting improvements.

Website reference directory

University overview — https://knu.edu.iq/the_university
Mission and vision — https://knu.edu.iq/missionvision
Organisation — https://knu.edu.iq/knu_structure
Staff handbook — https://knu.edu.iq/handbook_staff
Quality assurance — https://knu.edu.iq/tqa_message
Assessment policy — https://knu.edu.iq/assessment_examination
Course file requirements — https://knu.edu.iq/course_file
Continuous learning — https://knu.edu.iq/center?centerId=9
Research Center — https://knu.edu.iq/center?centerId=6
Health and safety — https://knu.edu.iq/center?centerId=7
Student counselling — https://knu.edu.iq/center?centerId=11

Website sources reviewed 10 November 2026. Before issue, confirm current policies, HR arrangements, emergency contacts and officers. Verify accreditation wording against current evidence. Correct the unrelated university name on the Health and Safety webpage before reusing its text.

Updated on November 18th , 2026