

Qualification: CIPD Diploma in Applied Human Resources

Module Name: Developing Professional Practice in Human Resources

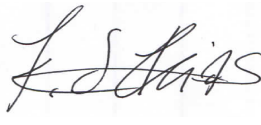
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By signing below, I confirm that the work/evidence presented is my own, unaided work. I understand the regulations pertaining to candidate malpractice and the action that may be taken as a result.

Signed: 

Date: 24 May 2021

Introduction

The following information was produced in order to evidence my understanding and my professional development of the components of the CIPD Level 5 Diploma in Applied HR which is a Higher Apprenticeship qualification in HR Management.

The course is an apprenticeship provided by Coleg Sir Gar (EV3), but is delivered by the University of Wales Trinity St David (UWTSD) and I have undertaken it over two years, until May 2021. The apprenticeship is contracted to Coleg Sir Gar and by the Welsh Government and in consortium with B-wbl. B-wbl deliver work based learning in Wales and are led by Pembrokeshire College.

The course has meant that my time has been divided between working full time in my current role as HR Administrator at Ecigarette Direct, being taught on-the-job and also being taught off-the-job in university and through self-learning. This has enabled me to develop my knowledge and skills but to also continue earning a salary and adding value to my organisation.

The course comprises 16 modules which are broken down into 5 Core units, 6 additional knowledge based units and 5 competency based units. These modules have been assessed using a variety of methods; including assignments, reports, presentation and portfolio to ensure assessment criteria is met. One of the core modules is Developing Professional Practice In Human Resources. The purpose of this unit is:

- To enable the learner to develop a sound understanding of the knowledge, skills and behaviours required by human resources (HR) professionals, whether in a generalist or specialist role.
- Clarify the context of the learner's specific HR development programme and the opportunities it affords to prepare for a career in HR.
- Explore a range of roles and career paths available in HR and consider the wider performance requirements, including work management, creative problem-solving and teamwork, required of HR professionals.
- Learners are supported to assess their strengths and development areas against HR practice capabilities, identify development objectives, and devise and implement a plan for continuing professional development (CPD).

(CIPD, 2017)

Personal Development Plan & Record

Development plan

NAME:	Francesca Deias-Moffat	MEMBERSHIP NUMBER:	55479930
COVERING THE PERIOD FROM:	November 2019	TO:	May 2021

What do I want/need to learn?	What will I do to achieve this?	What resources or support will I need?	What will my success criteria be?	Target dates for review and completion
Develop professional practice in HR	Attend November university workshop and learn about Developing Professional Practice in order to complete the 5 assessment activities	University tutor CIPD website Library Moodle	Attend the workshop and successfully pass the module.	20/11/19 13/01/20
Develop the core professional area- Leading HR	Ask a range of other people (such as your manager, a couple of your peers, a couple of your customers) for feedback on the work you deliver and the way you deliver it. Ask for some specific examples of areas you could improve, and strengths to build on. Ask your manager and trusted peers to offer some feedback on the extent of your HR expertise in the area you work in, and build their feedback into your development plan.	Support from colleagues & line manager in producing constructive feedback.	Receive and analyse feedback from colleagues and line manager and work on the feedback to build into my PDP.	February 2020

Develop professional area- Employee engagement	Work with your HR team to develop reports the connection between employee engagement performance data on absenteeism/retention. Ensure the analysis is discussed and fed into organisation-wide people plans.	Access to HR employee Data. Time with my line manager to discuss findings.	Production of reports and meeting with my manager to discuss findings and further actions as required.	January 2020
Develop HR behaviour- Skilled Influencer	Identify who are the key influencers within your function, and build relationships with them over time by finding ways to enable them to deliver their priorities.	Director information and responsibilities. Time with my line manager to discuss findings.	Build positive relationships with the key influencers and build rapport.	August 2020
Develop HR behaviour- Curious	Attend external HR networking event or workshop eg. CIPD event. Prioritise those run for your industry/sector and/or area of interest. Use the insights gained to improve HR advice and solutions in your own organisation.	Time and support and possibly financial investment from ECD and my line manager to attend	Attend an event or workshop and bring insights back to ECD and look to implement appropriate ones. Possibly focus on upcoming employment law updates.	April 2020
Develop HR behaviour- Skilled Influencer/	Research and look to attend a course on Coaching.	Support from Line Manager to identify and agree a suitable course	Book onto a Coaching course.	December 2020
Develop professional area- Employee engagement	Develop, lead and implement performance management review and new systems.	Support from HR function to check my work and agree to relevant changes	Successfully review and launch updated performance management system at ECD.	March 2021
Coronavirus regulations due to being made social distancing officer	Research Coronavirus regulations for businesses, risk assessments, current measures in place in head office and improve in line with regulations and best practice in order to protect the business and our staff.	CIPD website GOV.uk website HSE Support from facilities team.	Providing a safe head office environment for employees working on site so they feel safe and secure in their role. Reduce COVID related absence / risks.	September 2020 December 2020 February 2021

		Support from managers and teams		
Develop and build on my payroll skills to assist manager	Attend Excel level 3 course. Review the current Payroll system and make improvements.	Time and financial support from my organisation	Passing the level 3 course. Make improvements to our Payroll system to increase efficiency and reduce admin time.	18/02/21 End of March 2021
Understanding Coaching and Mentoring	Attend a coaching mentoring or elearning course in order to support my understanding of the Coaching and Mentoring university module.	Time and support and possibly investment from ECD and my line manager to attend a course.	Completing and passing the course and using my new skills going forward and tie into the CIPD behaviour 'Skilled influencer'.	19/02/21
Develop my knowledge of Resourcing and Talent planning to improve current systems at ECD.	Attend university workshop and learn about Resourcing and Talent planning. Research our current practices and systems in place at ECD in order to improve them and bring in line with best practice. Loan (from the library) and read Taylor's book on Resourcing and Talent Management.	University tutor CIPD website Library Moodle Internal Information/data Support from my line manager	Attend the workshop and successfully pass the module. Improve Resourcing and Talent planning systems at ECD.	24/05/21 June 2021

Development record

Key dates	What did you do?	Why?	What did you learn from this?	How have/will you use this? Any further action?
20/11/19	Attended university workshop on Developing Professional Practice in Human Resources	As part of my CIPD Level 5 course to learn about developing professional practice.	Introduction to Developing professional practice in HR, theories and models.	Used in preparation and completion for module assignments as well as applying to my personal professional practice.

08/01/20	Reviewed data from exit questionnaires and current employee retention numbers and discussed with my manager.	To look for ways forward to improve employee retention and employee engagement at ECD.	Certain factors, mainly lone working, performance and career progression are factors in employee engagement and retention at ECD.	I spent time with the HR team to discuss my findings and what we can look to put in place doing forward. I intend to explore lone working and define competencies for career progression in my upcoming research project and work competencies / performance management project. I have used this information to improve how we attract and retain employees. I have improved performance reviews and our performance management system with the vision of improving engagement and retention. Unfortunately, current projects mean that I have been unable to explore and improve to the desired extent ie. a complete overhaul of our PM systems.
13/01/20	Submitted a body of work based on Developing Professional Practice in Human Resources	A requirement of CIPD L5 course. To develop my own professional practice to support me in my role at work.	Understanding and application of professional practice in HR. Understand what areas I need to work on.	I applied aspects of my learning to my day to day work. I set myself goals within my PDP to work on to further develop my professional practice ie to develop my behaviours such as influencer and to work inclusively.
26/02/21	Identified who the key influencers are at ECD through discussions with the HR team and gathered information on their key roles and responsibilities. I have spent time with certain accessible individuals and built rapport and solid relationships with them.	Develop my core behaviours as part of my CIPD Level 5 course. Improve relationships with key influencers in my organisation to order to improve working relationships.	Learned about the key influencers at ECD and what their roles and responsibilities are. Applied my learning to develop and improve on my influencing skills.	I will look to use this knowledge to develop my professional practice at ECD. I have built positive relationships and rapport with the key influencers at ECD but there is still work to be done with certain key individuals which has been difficult due to the pandemic and remote working.

	Attended CIPD Webinar- New Profession Map - Core Behaviours - Working inclusively	Learn more about working inclusively to improve working relationships.	Learned about the core behaviour of working inclusively.	My influencing skills and confidence have greatly improved over time and with experience. I feel that I am better equipped to know how to work inclusively with everyone I come into contact with.
10 March 2020	I analysed the feedback received from my colleagues and line manager in order to highlight areas of weakness so I can look to improve my professional practice	Develop the core professional area- Leading HR	I learned that feedback on my overall professional practice was positive. The main areas for me to work on were my confidence and assertiveness in the workplace.	I have used the feedback to work on areas of weakness. My confidence over time has improved greatly, I am not the shy, unsure person I was at the beginning of my CIPD journey. I assert myself when appropriate and am so much confident in my knowledge and personality.
01/04/20	Research into COVID19 and furlough. I attended various webinars and read information from Government & HSE websites.	Due to the pandemic and UK wide lockdown to understand how this will affect ECD as well as the HR team.	Information on the virus, how to implement a COVID safe workplace and the furlough job retention scheme.	I feedback information to the HR team in order to implement steps for furlough leave and developing new payroll calculations which we used across the organisation.
11/06/20	Attended Festival of work webinar 'Ensuring You Are "COVID Secure"'.	Ensure the workplace is following best practice in being COVID secure.	Best practice in keeping our workplace COVID secure.	I used information from the webinar to make relevant changes to the workplace as required eg. cleaning rota. We were praised by our health & Safety consultants for having one of the best COVID secure workplaces that they had visited.
10/06/20-12/06/20	I attend the virtual 3 days CIPD Festival of Work event.	In order to and gather information relevant to our organisation that we may be able to implement.	I learned about potential future trends in relation to the future after the pandemic including information on safely returning to the workplace,	I used information from 'the future after furlough' webinar to inform and ensure we are using best practice and are prepared for future recruitment. I gathered information from 'Returning to the workplace/ flexible working' and ' flexy-work

			flexible and remote working initiatives.	revolution – enabling a culture of high-performing flexible and remote working’ webinars to have a starting point for our future HR project of ‘Hybrid Working’
05/10/20	I attended a webinar on Government Job Support Scheme.	To understand future developments for the scheme to ensure ECD is prepared for any changes.	Learned about the proposed Government Job Support Scheme.	I fed key information back to the HR team so we could plan for changes going forward. This Government scheme actually never happened as the Job retention scheme continued in its place. However we would have been well prepared if we had needed to implement this scheme.
02/12/20	I attended an employment engagement during COVID19 webinar.	To look at initiatives that we can implement in our organisation	Tips on employee engagement initiatives	I suggested ideas to the HR team on initiatives we could look to implement over the festive period and going forward. We agreed on some initiatives and I took the lead and organised the engagement activities.
16/02/21	I attended an employment law webinar.	To stay up to date with employment law updates	Impending updates and changes to employment law such as furlough scheme and new immigration system.	Help plan HR projects and workload to incorporate employment law changes in line with government deadlines.
18/02/21	I attended and completed a virtual Excel level 3 course.	To develop and build on my payroll skills in order to support my manager.	How to use new functions and develop on pre-existing knowledge.	I have used what I have learned on organisational spreadsheets and added new functions to increase efficiency to support payroll and reduce admin time to support my manager.
19/02/21	I completed an elearning course on coaching.	To develop the HR behaviour- Skilled Influencer as well as to support my understanding of coaching and mentoring as per CIPD L5 module.	Benefits of coaching, different coaching techniques, setting goals.	Used to consolidate learning and for preparation for Unit assignment portfolio. I use my skills with my colleagues which supports my CIPD behaviour of being a skilled influencer.
03/03/21	I attended a webinar on ‘Developing a talent led	A requirement of CIPD L5 course to understand and contribute to Resourcing	I learned detailed information about Resourcing and Talent	I am currently working on a project to improve our resourcing and talent/succession planning activities at ECD in line with best practice.

10/03/21 21/04/21	approach to diversity & inclusion'. Attended university workshops.	and Talent planning. To improve current systems at ECD.	planning as well as best practice approaches in relation to diversity and inclusion.	
10/03/21-30/04/21	I completed self-lead learning by reading Taylor's book on Resourcing & talent management.			

Reflective Summary of Performance Against Plan

As a HR professional, it is imperative to seek Continual Professional Development (CPD) by improving skills, knowledge and keeping up to date with any changes which may affect the profession. The use of reflection transforms insights from experience into practical strategies for personal growth (CIPD, no datea).

The CIPD HR Profession Map is a valuable tool that can help assess your strengths, weaknesses and identify any areas that need work and details competencies that HR professionals will need in the foreseeable future (Woodhams, Perkins and Wilkinson, 2016). The CPD Cycle is a structured approach to CPD through identifying and planning where you want to be so then you can act, reflect, apply, share and impact your learning (CIPD, no dateb).

When I originally devised my Personal development plan (PDP) I undertook all of the CIPD HR Profession Map (CIPD, 2015) assessments at band 2 level, to help me to identify my professional development needs. From this I chose 4 key objectives and have worked on these as well as adding additional goals. Overall I feel that I have done well with the actions and achieved what I originally committed to. I have learned so much over the duration of the CIPD course, combined with the apprenticeship side with the 'contributing to' modules has helped to embed my learning and apply it to my organisation as well as supporting me to develop in my role.

I initially struggled with asking for feedback from colleagues as I was not confident in my abilities. My Belbin (2020) team role was 'Team worker' and although I am still logical and diplomatic, my decisiveness and confidence has improved along with studies. I am still adverse

to confrontation but no longer avoid it and deal with it effectively. Asking for feedback with specific examples of areas I could improve on has become second nature. I have found this has been the best way to provide evidence for my university portfolios and I will continue to seek feedback going forward in order to aid my CPD.

Working on my HR behaviours 'Skilled Influencer and Working Inclusively' was a game changer in terms of my personal development. Choosing these behaviours and the actions I completed lead me to identify the key influencers within my organisation, which in turn helped me to build rapport and stronger relationships with them over time. As a result I have become so much more confident when asking colleagues for support with different projects and my influencing skills have come on leaps and bounds.

Unfortunately due to the pandemic there were barriers and time constraints, due to priority HR projects. I was unable to physically attend any external HR networking events or workshops. I did however attend a lot of virtual events such as CIPD webinars, but although the information gleaned was useful it did not suit my learning style and networking was non-existent. The VARK learning style assessment I completed before commencing my studies uncovered my learning preference as visual, ie. I prefer information to be presented visually rather than information presented in word only or verbal formats to relay key information. Following on from this I discovered that I learn best through formal courses and mentoring, both of which need to be in person to be fully effective. Due to the Coronavirus pandemic and the sudden shift to remote learning and an increased emphasis on self directed learning I found that I struggled to focus on and absorb relevant information. Learning was disjointed and I felt that my learning was not being fully embedded. Coaching and mentoring from my manager helped me navigate this as she had already completed a similar qualification. I, like many, learn best from experience. Gibbs' Reflective Cycle maintains that if we don't reflect on our experiences it becomes difficult for us to learn anything (Mindtools, no date). If I had regularly reflected on my learning it would have helped me to better make sense of situations at work and university so I could better understand what went well and what I could plan to do better in the future (Mindtools, no date).

In addition to the above points I also reviewed all of the feedback provided by my tutors on my module mark sheets since the start of my course and I identified points to work on which included; reading more widely to underpin my work with a greater variety of sources; improve typing errors and ensure referencing complies with Harvard Referencing conventions; ensure my work is redacted. Since my first assignments I improved my confidence in searching for relevant and reliable sources and increased my reading of a wider range of these sources in order to better underpin my work. Over time I got into the swing of producing professional academic submissions as I was out of practice being such a long time since I attended university. I have improved my work to avoid typing errors, I set out protected time on

the day of my submission to proof my work with fresh eyes. I also worked hard on bringing my Harvard referencing in line with university standards and I still check my citations against the university guide.

My reflective activities have led me to revise my entries on my original PDP as they were not specific or detailed enough which hindered my commitment to my goals. On reflection I feel that I could have dedicated more time to my PDP by reviewing it on a scheduled monthly basis and applying reflection. Reflection assists us to see the bigger picture by linking one increment to a wider perspective of learning, “...learning is integrated, internalised and personalised.” (CIPD, 2018).

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