

Leah Watkins

ID -2220712

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TASK 1

Explain what is meant by ‘ethical principles’ and ‘professional values’, and how these might inform the way people approach their work (AC 1.1)

The CIPD Profession Map explains how ethical values provide the moral compass by which we live our lives and make decisions – ‘doing the right thing’ because it’s the right thing to do. Some examples of ethical principles are ‘positive and active impact on working lives’ ‘civic virtue and stewardship’ ‘good character’ ‘professional service and competence’ ‘personal responsibility’ (Peter Cheese, CIPD, 2022). Demonstrating ethical practices in the workplace can have many benefits such as good relations with customers which will enhance the company’s reputation. It’s important to promote ethical practice not only to current employees but also during the induction of new employees. In a CIPD Podcast, Kate Griffiths-Lambeth explains that it isn’t the training that makes the difference, it’s the culture. It’s having an environment where people feel trusted; feel that it’s safe to speak out on any issues, this should be drip fed from the leadership throughout the company. an open culture improves morale and it’s been shown that ethical companies outperform their peers financially in the long term (CIPD, April 2022). A people professional should be aware of several things to ensure fairness throughout the company, this may be whether there are equal development opportunities for example is the pay scale is consistent for the same roles and also genders.

Identify a piece of legislation and a Code of Practice that support ethical and professional practice, with examples of how a people professional would conform to these (AC 1.2)

Holding personal details is a large part of the HR role, the Data Protection Act 2018 (DPA) protects individuals from the misuse of their sensitive information, the General Data Protection Regulation (GDPR) reflects the Data Protection Act, it gives people rights to access information held about them. Updated laws give individuals more control over their data as the digital age develops and evolves. HR professionals must abide by this legislation during recruitment, holding employee details, and monitoring an employee’s performance and sickness absence. CIPD recommends that people professionals and organizations review policies and practices, for example, for references and the private use of telephones, email, and posts, consider how data is used, and issue guidelines for managers about how to manage data. HR professionals should be aware that GDPR requirements mean that personal data should only be kept for legitimate reasons and must only be held for as long as necessary (Anderson, Fontinha, and Robson, 2013, pg 142). Employers must demonstrate data protection compliance by training, auditing and documenting processing activities and reviewing HR policies. (CIPD Factsheet) it’s recommended that organisations appoint a Data Protection Officer (DPO). Employees can put in a SARS request for information covered by the DPA, people professionals should have sufficient training on this. There is usually a deadline for providing information to the employee.

‘Role-model high standards of ethical conduct, honesty, professional and personal integrity’ (CIPD Code of Conduct) this is an important code of conduct that a people professional should follow, a 2021 CIPD survey found that most people professionals said they would not compromise their

professional principles in their work. However, meeting business needs and pressure from senior stakeholders are areas where they are more likely to compromise. CIPD ethics at work guide advises organizations to have clearly defined values and behavioural competencies, role-modelled by leaders, employees tend to feed off their manager's behaviour, if you have a manager acting unethically whether this may be dishonesty, bullying, or theft this can easily transpire to the team of people reporting to that person.

Describe how a people professional would demonstrate respectful and inclusive working in relation to: (A.C 2.1)

- **Contributing views and opinions**

When contributing your views and opinions it's important to understand that somebody may disagree or have an opposing view, during meetings you should make sure that everyone present has had the opportunity to contribute their own opinion no matter their job title and position within the company, this can make each employee feel valued and listened to. The CIPD suggests that workplaces should foster an organisational climate and culture in which employees feel psychologically safe and confident to use their voices and speak up. Having armies of silent, compliant workers may not be in the best interest of companies. Employees should be encouraged to have a voice (Schillinger. C 2017)

- **Clarifying problems or issues**

A people professional should aim to resolve any conflict informally at the earliest possible stage. Providing training and clear policies for managers to follow and building a culture that promotes respect and trust. A 2020 Employer Survey carried out by CIPD showed that three in four (76%) agree their organisation is doing enough to manage conflict between people at work (19% disagree). Mediation is an important skill as a people professional as this is one of the most effective ways of clarifying issues between employees. HR tends to be the first point of contact when an employee has any sort of issue at work, there are also times when things happening outside of work affect people at work – illnesses, childcare, debt, bereavement etc. It falls on a people professional to ensure appropriate policies on these issues are in place to support line managers and employees dealing with the issues, (Whiting. F, Martin M pg 29)

- **Working effectively as part of a team**

Working as part of a team is an important skill, having an open mind and willingness to hear other people's opinions will help create a positive working environment, and it can also help to improve communication and people skills. A team of people benefits from multiple perspectives, experiences, and skill sets all at once (Bright HR). Working as part of a team can help build healthy relationships with your immediate colleagues. Some ways HR can promote teamwork is to use team building activities these could be role-based or problem-solving, measuring and rewarding team performance.

Summarise different ways a people professional would stay up-to-date with people practice and world of work issues and developments, highlighting 2 ways in particular, that you have personally found effective (AC.2.2)

There are many ways to keep up to date with people practice developments, one being attending training courses or conferences, you could also research trusted websites such as CIPD and ACAs, articles and books contain huge amounts of information although some books can contain some dated information depending on the publish date, websites like LinkedIn can inform people of the most up to date developments in the people profession, it also a great way of networking with other people professionals to share ideas and discuss the world of HR.

Personally, I have found Webinars to be an effective way of gaining new information, a bonus is that many webinars are free of charge and don't require travel, and a lot of webinars also focus on a particular topic in detail. Communicating with members of my team has been a highly effective way of understanding and keeping up to date with work issues and any developments, we discuss our own experiences and how we overcame them and share tips and advice, as my colleagues have been through CIPD courses such as the level 5 and 7 they have a greater knowledge of employment law.

Task 2

Professional Development Record (AC 2.3)

<u>WHAT I DID</u>	<u>WHY I DID IT</u>	<u>IMPACT</u>
March 2022 – March 2023 I completed a further education course in Business Administration Level 3 over the course of 1 year with LRC.	Being relatively new to the HR role and the office environment in general, my manager agreed this course would be beneficial to gain key skills relating to the administrative role. The course gave me the option to select 6-7 units of my choice, this was discussed with my manager to decide which units relate the most to HR and the role I would be doing.	The course helped me understand how corporate businesses operate and the dos and don'ts of communicating with colleagues and potential customers. I gained a greater understanding of different systems required for my job role, one being the use of Excel/making and monitoring a spreadsheet. The unit made me aware that I would benefit from enrolling in a course that specialises in developing my Excel skills. This course was free as it was funded through the Welsh government, the length of the course suited me as it can be completed comfortably alongside a full-time job. Having this qualification helped me move into my administrator role with the relative skills needed. Some skills I have learnt during this course would be improved communication skills, time management, attention to detail and

		organisation skills which I have utilised in my current role.
I shadowed experienced colleagues during the investigation and disciplinary hearings across a range of depots	1 year into my administrator role, I wanted to widen my responsibilities beyond recruitment, onboarding, and general admin/office duties. The next step in my career would be to move into an advisor role this would include carrying out investigations and disciplinary hearings. By shadowing my colleague that has 10+ years of experience in these matters, I felt that it would be more beneficial to sit on investigations as I feel I gain more valuable knowledge by seeing and doing rather than reading about it.	I feel that I learned a lot by just being present in the hearings, each one was under different circumstances so give me an insight into all kinds of scenarios some straightforward and some difficult. After understanding how investigations are carried out, I now feel that I can give managers advice and break down the process step by step, especially for managers that aren't too confident in carrying out investigations or have little experience. Visiting depots also helped me build relationships with colleagues I wouldn't usually have the chance to meet. Initially, I thought of disciplinary hearings and investigations as a daunting task but this activity helped me gain confidence and learn at my own pace by being present, taking notes, and reflecting on the meetings, instead of being thrown into them with little knowledge. In my organisation, most of our workforce is made up of HGV Lorry Drivers this means a lot of our investigation meetings tend to be for similar reasons such as damage/shot load/infringements, I made sure to attend meetings that were slightly more complex and involving admin staff or warehouse operatives I feel that this helped broaden my knowledge.

I attended an ACAs HR for beginners' digital event over the course of 2 days	I attended this course soon after joining the HR department as an HR Apprentice. I didn't have much knowledge of HR at this point and was eager to learn the ins and outs.	This webinar was a good introduction to different HR topics, I gained a greater understanding of sickness absence, types of dismissals, employee rights, holidays, recruiting and onboarding. No travel was required for this course as I was able to join the webinar in a separate room during my workday, this was also paid for by my workplace. As this course was designed for beginners, It didn't feel like information overload, each topic had the right amount of information to absorb as a beginner. It was a good opportunity to speak to other people across the country who were in the same position as me, after completing the webinar ACAs sent over helpful tips and links which I still refer to during certain situations. During this time, the HR team was a total of 3 people with a headcount of 1200+ employees. I was able to take some of the workloads off my colleagues by answering the office phone and helping advise managers with any general HR queries as a result of attending this course. Because of how I benefited from this course i believe it was worth the cost, I have since enrolled in other ACAs digital events since completing this one.
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Reference List

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- Whiting F, Martin M, Human Resource Practice Pg 29