

Qualification: CIPD Diploma in Applied Human Resources

Module Name: Developing Professional Practice in Human Resources 5CDPP (Activity 6)

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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: Lucy Moriarty

Date: 10.06.2022

Development plan

NAME:	Lucy Moriarty	MEMBERSHIP NUMBER:	5749316X
COVERING THE PERIOD FROM:	September 2020	TO:	Ongoing

This record sheet is for your guidance only – you may present your development plan in any other format.

Planned outcome

Where do I want to be by the end of this period? What do I want to be doing? (This may be evolutionary or “more of the same”.)

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
1. Insights, Strategies and Solutions. Gain a better understanding of the organisation's strategic aims.	Attend Senior Leadership Meetings as HR Representative. Review KPI's for the organisation and analysing and interpreting business performance data.	Performance documents, minutes from SLM meetings	Attending meetings as HR representative and receiving up-to-date performance information.	July 2021
2. Employee Relations	Attend Employee relations cases with my line manager Read up on Employment law Cases Attend employment law events Access factsheets from the CIPD website	Past cases and the outcomes	Having knowledge of the disciplinary process from start to finish and HR's involvement.	July 2021
3. Become CIPD Level 5 qualified	Attend workshops and complete assignments to deadlines	- Being released from work one day a month to attend workshops - Time to complete Assignments - Having access to the CIPD website and factsheets - Using core text books	Completing assignments to deadlines and having access to resources and mandatory reading	May 2022

4. Complete a self-assessment using the CIPD New Profession Map	Complete a self-assessment on the CIPD website	Access to CIPD profession map	To measure any development needs to form part of my continuous development plan	Completed as part of my Level 5 Resourcing and Talent Planning assignment. April 2022
5. Understanding of Recruitment and Retention within my organisation to support with the retention of talent	Have access to exit interviews and leavers reports	Review exit interviews, leaver reports and vacancies within the organisation	Review all reports to have an understanding of why employees leave the organisation and implement a retention strategy.	December 2022
6. Change Management – to provide support with a change process within my organisation	Review change management tools that will be effective. Review information of identical change processes that have previously happened for learning purposes	Review academic books and journals Review credible sources	To have supported with a change process or gain further understanding of how change affect an organisation	Completed in December 2021 – Was a part of implementing the external recruitment company into the organisation.
7. Employee Experience	Review Exit interviews and meet with current employees to identify gaps with employee engagement.	Meet with the L&D team and	To implement successful employee engagement activities to ensure employee wellbeing and retention initiatives	Ongoing
8. People Practices	Review Policies and Procedures within the organisation to see if they are fit for purpose.	I will utilise the CIPD website and Xpert HR	To have an understanding of reviewing and updating policies to ensure that they are fit for purpose	September 2022

Development record

NAME:	Lucy Moriarty	MEMBERSHIP NUMBER:	5749316X
COVERING THE PERIOD FROM:	September 2020	TO:	May 2022

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Key dates	What did you do?	Why?	What did you learn from this?	How have/will you use this? Any further action?
1. May 2021 and ongoing on a monthly basis Attend Senior Leadership meetings as the HR Representative	Took over responsibility of collating data and updating the Strategic plan and KPI tracker. Attended fortnightly meetings with the Senior Leadership Team to provide updates in regards to HR issues.	To provide accurate information in regard to business performance data. To take a lead on updating the SLT with HR related information i.e. ER cases, Absence information, Recruitment, DBS rechecks etc. and to gain a further understanding of operations side of the organisation	How to collate and interpret performance data to monitor and review trends and patterns to multiple areas of the organisation. The format of meetings between SLT and HR and the information that is needed to be provided in order to work cohesively.	Continue to complete and monitor on a monthly basis and provide updates to the Director of engagement and people. Continue to attend meetings, prepare agenda and relevant information that is needed to be provided to the SLT.
2. Nov 2020	Attended employee relation cases with Line Manager to gain an understanding of employee relation cases and the process. Also, familiarised	To have an understanding of different employee relation cases, to be able to facilitate and attend meetings as the HR representative	Different ER cases and their approaches and how to decide on appropriate action.	Attended stage 1 sickness absence meeting as the HR representative.

Nov 2020	myself with the ACAS code of practice. Reviewed historic employee relation cases	To gain an understanding of the process from start to finish.	To understand how outcomes were decided upon and the course of action.	To use historic cases as a guide or examples to learn from.
June 2022	Attend Employment Law Update with Brabners Solicitors on a regular basis.	To keep up to date with employment law updates and future developments	To update the Head of Wales region with any employment law updates to be filtered down to management	Attending first webinar on 27.06.2022
3. May 2022	Attended monthly workshops from Sept 2020 to April 2022. Completed and Submitted assignments inline with CIPD standard, along with on the job training tasks.	To attain CIPD Level 5 Diploma in Applied Human Resources	16 modules in relation to: - Using a Research Approach in HR - Developing Professional Practice - Understanding the Contemporary HR function - Understanding the Business Context of HR - Understanding Employment Law - Coaching and Mentoring in the Organisation - The Link between Individual and Organisational Performance - The Management of Employment Relations - The Management of Change - Employee Engagement - Resourcing and Talent Planning	June 2022. Will use all modules covered in my day-to-day role.
5. Ongoing	Accessed Exit Interview forms and reviewed information provided by leavers.	In order to gain a further understanding of why employees are leaving the organisation. To share this information with line managers to create a retention Strategy.	That during COVID-19 and in the aftermath the main reason that employees left the organisation was due to poor work/life balance.	Ongoing – retention strategy is currently being collated between HR and Operations and Development Team.

January 2022	Implemented and lead on weekly meetings with the organisation's external recruitment company.	To discuss vacancy and onboarding issues with members of the recruitment team and Directors and Heads of regions. Due to the Health and social care sector struggling to attract new talent recruitment is a high priority and so a weekly meeting with the recruitment team is a must.	Different attraction methods to engage potential candidates and had a better understanding of recruitment issues across the organisation.	Meetings are on a weekly basis, and the HRBP and I take it in turns to lead the meetings.
April 2022	Completed a self-assessment against the new CIPD profession map in regard to Resourcing and Talent Management.	To identify learning needs around resourcing and Talent planning.	CIPD suggest a list of actions to add to an action plan. Actions includes a list of resources to review and courses to complete to gain a further understanding of the selected topic.	April 2022 - Ongoing
June 2022	Recruitment and Selection CIPD course	To gain a further understanding of selecting the right candidates for roles	The importance of successful recruitment and selection processes.	June 2022 - completed
May 2022	Completed a Temp 2 Perm procedure for Line Managers to onboard Agency Staff	To provide guidance to managers on how to integrate temp 2 perm staff into the organisation and how to start the onboarding process.	To understand the temp 2 perm contracts and processes, to fill vacancies within the services.	Ongoing, temp 2 perm staff members are onboarded every 6 months

6. October 2021	Understanding the Management of Change Presentation	As per CIPD Level 5 requirements and to gain an understanding of how to implement change and monitor the processes.	The importance of communication throughout the change process and the different change theories and models which in effect enable me to successfully apply this to the implementation of an external recruitment company in December 2021.	October 2021
December 2021	Implemented external recruitment team within the organisation	Due to recruitment within the organisation being an area of concern, it was decided that the recruitment processes would be outsourced.	The change process from start to finish. I was tasked with taking a lead in implementing the external recruitment company and liaising with stakeholders. Different Change models, the importance of communication throughout the change process and why change is needed.	The external recruitment company was implemented in December 2021, and I continue to monitor and mediate the relationships between both organisations.
7. November 21	Completed a business case for an Employee Assistance Program.	Due to the impact that COVID-19 had on employees and from reviewing exit interview data which suggested that the majority of resignations was due to wellbeing issues, my line manager and I met to create a business case to put forward to the Executive Leadership Team, for the implementation of a Employee Assistance Program.	The importance of Employee Assistance Programs and how to create a business case to enable decision making.	Business Case was completed and presented to the ELT in November 2021. However, the EAP is still yet to be implemented.

August 2021	2-4-6 project for new staff members.	Created a series of questions to ask new employees on months 2, 4 and 6 of their probation periods to monitor their wellbeing and to ensure that they have an understanding of their roles and to discuss any issues that they may have. As the first couple of months of an employee's lifecycle is important in terms of retention. The meetings are held between HR and new employees.	The importance of engaging with new staff members from the outset to ensure that they feel supported not only by their manager but by other departments within the organisation.	August 2021 – The 2,4, 6 project was implemented and so far it has had good feedback from new employees and has enabled HR to build good working relationships with employees.
January 2022	Created a Menopause policy with Line Manager	To provide support to female members of staff that are going through the menopause.	The importance of having guidance on the support that can be provided to women through the organisation.	July 2022 – Due to be implemented within the next month

Reflective Summary

As defined by (Woodhams, Perkins and Wilkinson, 2016) reflecting on learning allows you to connect your career progression to future practice while also expanding your view of what constitutes a beneficial activity. In September 2020, I commenced the CIPD Level 5 award in Human Resource Management and created a continuous development plan to record my learning and development needs. From the plan I developed a record plan to measure and evidence the completion of each set objective. On reviewing my originally submitted CPD, I have noticed that I have completed objectives later than originally planned and this has mirrored through my completed assignments during the journey through the course. Due to there being a lot of changes within my organisation recently, especially within the HR Team, I have struggled at times to submit assignments on time, and this has impacted on me reaching my objective deadlines.

Since submitting my original CPD, I have made additions to the original plan in order to keep it current and for it to represent my learning and development needs and to ensure that the plan is a continuous plan. Additions were also made in response to comments I received on my mark sheet for my previously submitted DPP assignment, in which I was asked to provide additional information to the plan for achieving my defined objectives. I also completed on-the-job training units and had discussions with my line manager about the various themes during the course of the qualification. The goals have been added to my CPD in order to map out a strategy for achieving them. As a result of my discussions with my line manager, we have been able to not only identify areas where I need to improve, but also put in place the necessary measures for me to follow in order to achieve them.

Within the last 2 years I have gained a deeper understanding of my role, although at times it has been trying, especially due to the recent COVID-19 pandemic and trying to navigate through a new 'normal', I have managed to implement knowledge gained from my CIPD assignments into my everyday tasks and have utilised the CIPD website. One of the biggest achievements so far that I have had a fundamental learning experience from, is the change management process that I was recently asked to lead. Prior to undertaking the task, I carried out an assessment against the CIPD profession map to identify any areas that I needed to develop on or have a better understanding on before commencing. I was asked to implement an external recruitment company into the organisation, and I communicated effectively with all stakeholders throughout the process, which enabled the new recruitment company to smoothly integrate with my organisation. I communicated with all stakeholders and from this it I learnt the importance of effective communication during the transition process. After the implementation, I arranged weekly meetings with both companies as a continuous monitoring process.

To further develop my skills, I will continue to update my learning plan to measure my success and evidence my continuous professional development. In order to do this, I will continue to carry out self-assessments via the CIPD website to assess my capability and any gaps in my knowledge and behaviours (CIPD, n.d).

References

CIPD. n.d. *Self-Assessment tool* | CIPD. [online] Available at: <<https://www.cipd.co.uk/learn/cpd/map>> [Accessed 08 June 2022].

Taylor, S. and Woodhams, C., 2016. *Studying Human Resource Management*. 2nd ed. London: CIPD, p.116.