

University of Wales
Trinity Saint David
LONDON

‘Training and Development needs for a HR officer’ Assessment 1

Programme: BA (Hons) Leadership and Management Skills for the Workplace

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Chosen company:



**APPLE
Inc.**

Founded in 1976 by **Steve Jobs, Steve Wozniak** and **Ronald Wayne** as **Apple Computer Company, Apple Inc.** is today the largest technology company in the world with revenues that in 2021 reached over **365 billion**.

Initially named Apple Computer Company, with their second computer (The Apple II) that became a best seller it becomes **Apple Computer Inc.**

Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures. promoting equality and diversity as part of the culture of the organisation.

- liaising with a range of people involved in policy areas such as staff performance and health and safety.

- recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.

- developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. preparing staff handbooks.

- advising on pay and other remuneration issues, including promotion and benefits; □ undertaking regular salary reviews.

- negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.

- administering payroll and maintaining employee records; □ interpreting and advising on employment law. dealing with grievances
- and implementing disciplinary procedures.

- developing HR planning strategies, which consider immediate and long-term staff requirements; □ planning and sometimes delivering training - including inductions for new staff.

- analysing training needs in conjunction with departmental managers.

Key expectations of HR Officer Roles

Appendix A

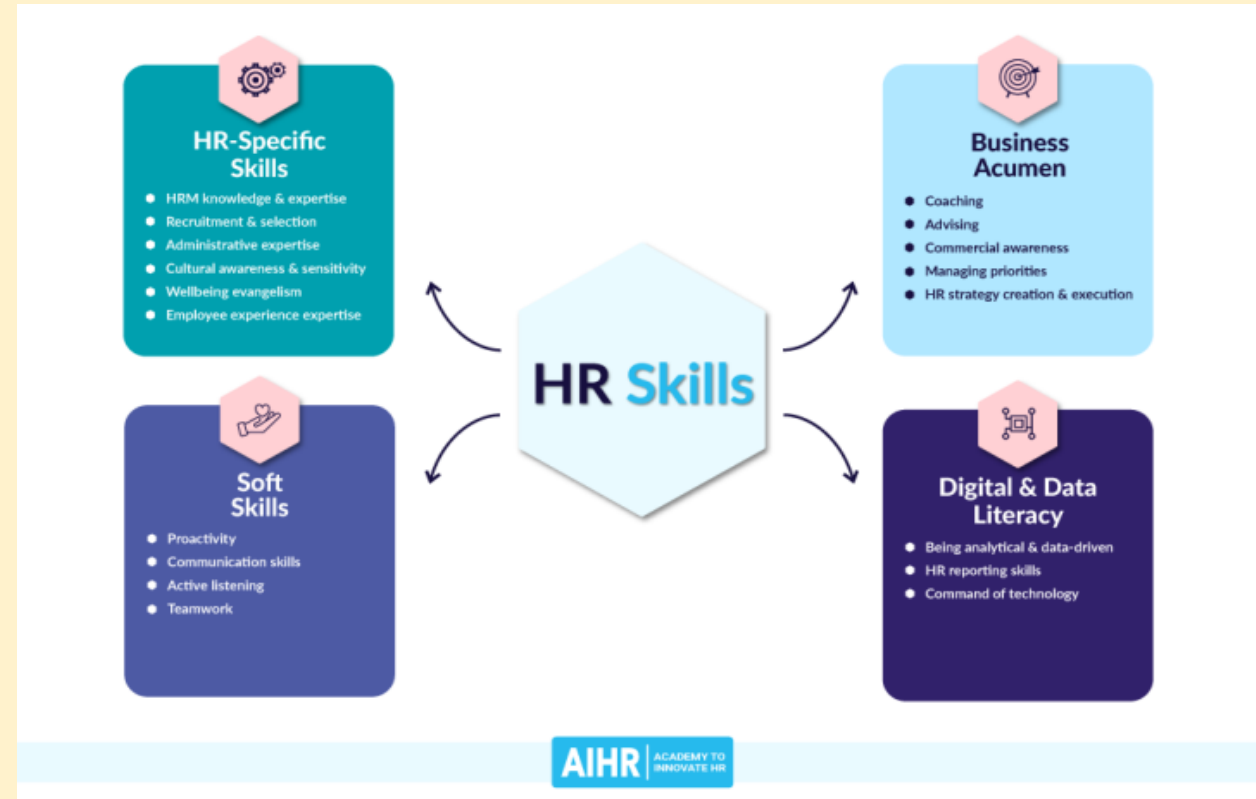
Knowledge that is required by HR professionals

Law and policy

- the Family and Medical Leave Act (FMLA)
- the Fair Labor Standards Act (FLSA)
- the Age Discrimination in Employment Act
- the Occupational Safety and Health Act
- Health Coverage
- Equal Employment Opportunity Laws
- Equality Act 2010
- Data Protection Act 2018
- Health and Safety 1974

Skills that are required by HR professionals

- Communication (verbal and non-verbal) skills
- Administrative expertise skills
- Coaching skills
- Selection and recruitment skills
- Teamworking skills
- Literacy skills
- Numeracy skills
- Time management skills
- Problem solving skills
- Software user skills (Excel, Word, etc.)



Attitudes and behaviours that HR professionals should adopt when on duty

- Respect and understanding for others
- Professional attitude and approach
- Respect the appropriate dress code of the organization
- Privacy and confidentiality
- Good knowledge of laws and policies
- Positive way of approaching situations
- Have an equality and respectfully attitude
- Be objective (separate facts from personal prejudice)



image source: www.conovercompany.com/5-ways-to-show-professionalism-in-the-workplace/

SWOT ANALYSIS - personal

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
-Team working -Time keeping -Organisational skills -Communication skills	-Language barrier -Multitasking difficulties at times
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
-Worked in this environment 4 years -Participated into the management of the family business as teenager	-Competitors -Lack of vacancies in the role -Geographic location

Advantages and benefits brought within the organisation resulted from developing an HR officer by training efficiently

- Increase in productivity and quality at the workplace
- Improvement regarding staff members and their skills
- Increase in efficiency and therefore in profit
- Minimizes waste in time and resources
- Better application of rules and policy
- Better approach of situation of conflict
- Identifying staff skills and training/coaching according to them
- Assists the growth of staff within the organization

The benefits that HR brings to the organization from training and coaching efficiently members of staff

- Improvement of productivity and quality
- Increase in efficiency
- Less support needed from staff
- Opportunities for staff growth within the organization
- Avoiding resources, time and energy waste
- Better working environment
- improvement in general well-being of staff
- Increases profits

Conclusion

HR professionals are very important, almost vital within an organization. Their role of an HR professional is very important within an organization since their mission is to find the matching individuals to the vacant role places. They find members of staff and assist them within the organization. HR department monitors individuals and ensure their well-being within the organization, also it guides them in order to ensure they grow and develop by giving the right training and coaching, Thanks to their skills, the staff team works better leading this way to improvement in quality and efficiency, facts that result into happier customers/ service users and therefore increase in profit.

References

- “HR laws and regulations every HR professional should know”, <https://www.mbm-law.net/insights/hr-laws-and-regulations-every-hr-professional-should-know/> (Accessed on 09/11/2022)
- “Complete Guide: Essential HR Skills”, <https://uk.indeed.com/career-advice/career-development/hr-skills> , (Accessed on 09/11/2022)
- “The benefits of human resource management for employees”, Anna Fifo, <https://www.cnaint.com/2022/04/22/the-benefits-of-human-resource-management-for-employees/> , Accessed on (10/11/2022)
- “Why is staff training important”, <https://www.citation.co.uk/news/hr-and-employment-law/why-is-staff-training-important/> , (Accessed on 11/11/2022)

Appendix C: Personal Skills Audit

Appendix C

Personal Skills Audit

Name

Job role: Human Resource
Officer

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word				
Use Excel spreadsheet				
Use a Database				
Use specialist HR software				
Use the internet				
Use e-mail				
Use PowerPoint				

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment				
Taking notes of disciplinary hearings				
Write reports				
Produce material to support presentations				
Delivering a training session				
Resolving disputes/complaints				
Interviewing				
Advising on HR issues				

	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information				
Explore more than one solution in order to solve a problem				

Consider the ideas of others to help solve problems				
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Supervisory Management			
How much experience have you had in your role?	☐ < 1 month	1-3 months	> 3 months
How many people have you managed at any one time?	None —	1-5	Above 5

I declare that the information given in this form is true

Signed

Date