5CO03 – Professional behaviours and valuing people

**TEMPLATE**

**Please always refer to the assessment brief and the online classrooms with your tutors for more information. This template is a guide and should be treated as such. This template should help you pass the assessment, but it doesn’t guarantee it!**

*Please note that this assessment is very heavily focusing on your own research. This means that you have to look online or books for information to underpin your answer. You have to research a lot of models, theories, frameworks etc and use them in your answers. A word of advice, try not to use direct quotes to answer your question. Direct quotes should help you to strengthen your answer but if you just keep on inserting direct quotes all the time it shows that you do not understand the topic or don’t know how to explain it and just using someone else’s words to explain the question.*

Also, if you put something in the appendix make sure you state in the main body that something is there that needs to be looked at. Such as ‘Appendix 1 includes graphs…’

Any questions please feel free to ask.

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**Tips for your presentation and briefing paper – Task 1.**

**--> Presentation** - there are 7 parts (AC) that need to be completed in Task 1. Therefore, I suggest that you create 9 slides only. 1st slide will include a presentation title only. This will set a tone for the rest of the presentation to follow. Then each remaining slide will refer to each of the AC - so, **slide 2** - 1.1; **slide 3** - 1.2; **slide 4** - 1.3; **slide 5** - 1.5; **slide 6** - 2.1; **slide 7** - 2.2; and **slide 8** - 2.3; then the final **slide 9** is your reference list. That is all you need in your presentation. A tip for each slide, please try to use visual pictures that represent the AC in some way. For example, when you talk about ETHICS, try to find a picture that shows an ethical approach in some way. In your slide for ethics, include a heading (which will be your assessment criteria) and then add a picture. You can do this for all of the slides. This will create a nice visual representation of what you want to talk about. It will catch the reader's eyes and that's what you want. Then for the 'notes' part for each slide, you need to include some information that corresponds with the AC. I will explain this in more detail below when I talk about each AC separately.

**--> Briefing paper** – This part of the assessment needs to cover what you have included in presentation pack. You need to make sure that the information in here and in the presentation corresponds with each other. DO NOT copy and paste the info for each assessment criteria into the ‘notes’ section of the presentation. It looks lazy and it is unnecessary. You should include some information in the ‘notes’ of the presentation but it should be different to the one in briefing paper.

Assessment name

Your name

Tutor

Word count

TASK 1:

**AC 1.1 - Appraise what it means to be a people professional.**

**\* Slide** – Use the AC as a heading for your slide and then add a picture representing the AC. In the 'notes' section of your slide add a short definition of professionalism and maybe list few professional values. There is no need to keep this part long or include a lot of information.

**\* Briefing paper** - In the briefing paper please start by creating a heading using the AC. Then explain what it means to be professional by either the same definition as in a slide or a different one or by using your own words (1st paragraph). Then you need to explain the requirements of people professionals which could be referenced to the CIPD map (2nd paragraph). You can also explain the professional values briefly. And that's it for this part. Keep it short and straight to the point.

**AC 1.2 -** **Recognise how personal and ethical values can be applied in the context of people practice.**

**\* Slide -** Use the AC s as a heading for your slide and then add a picture representing the AC. In the 'notes' section of your slide add a short definition of ethics or ethical approach and maybe list few ethical values. There is no need to keep this part long or include a lot of information.

**\* Briefing paper -**In the briefing paper please start by creating a heading using the AC.Then you need to explain what it means to be ethical and have ethical values. You then can write a second paragraph where you provide examples of your own personal values and how they affect your work. You can also provide few examples here where we can see when and how you acted in an ethical way. You can also use wider reading and research to underpin your answer.

**AC 1.3 - Contribute confidently to discussions in a clear, engaging and informed way to influence others.**

**\* Slide -**Use the AC as a heading for your slide and then add a picture representing the AC. In this slide in your notes, you could briefly explain a situation where you had to speak up and stand up for yourself. This can be just an overview of the situation; you do not need to write a long-detailed story here.

**\* Briefing paper -** In the briefing paper please start by creating a heading using the AC. Then I would suggest you explain how the situation you have mentioned in the presentation slide made you feel. You could suggest that you were nervous talking to them, that they were questioning your judgement etc. And then explain the techniques you have used to carry out this conversation. Did you have to calm them down? Did you have to ask someone else for help?

**AC 1.5 - Recognise when and how you would raise matters which conflict with ethical values or legislation.**

**\*Slide -**Use the AC as a heading for your slide and then add a picture representing the AC. In the notes section add a short discussion on the reasons why you needed to raise matters. What prompted you to do it? What did you have to address? You could link this to AC 1.3 because you have already briefly outlined a situation where you had to speak up. In this AC you need to 'recognise' when to speak up and how to raise an issue. So, here you could say that the reason for speaking up was because the manager was breaking or breaching the legislation.

**\* Briefing paper -** In the briefing paper please start by creating a heading using the AC. Here you need to explain how you would raise an issue. Remember that the focus on 'HOW' meaning, how would you approach the manager? Would you talk to them directly in front of everyone, or would you take them to the office? Would you report the manager without talking to them? Then explain briefly what you would do to avoid this situation in the future. Maybe change of a policy?

**AC 2.1 - Argue the human and business benefits of people feeling included, valued, and fairly treated at work linking to related theory.**

**\* Slide -**Use the AC as a heading for your slide and then add a picture representing the AC. In the notes, I would suggest you briefly outline the theory you will use to explain the subject and what it will cover. This part is going to be short, no need for detailed discussion.

**\* Briefing paper -**In the briefing paper please start by creating a heading using the AC. Here, please introduce the theory you want to use and explain why you have decided to use it. Then using the theory focus on your discussion on the business and human benefits of people at work feeling included, valued and treated fairly.

**AC - 2.2 Design an impactful solution based on feedback and engagement with others.**

**\* Slide -**Use the AC as a heading for your slide and then add a picture representing the AC. In the notes provide a short overview of a situation where things needed to be changed because of feedback from employees, customers, managers. It could be an absence system that wasn't working, and employees and managers were complaining about it. Or performance reviews were not done properly. Whatever, you decide to introduce here, make it brief and make sure you mention that it had to be changed because of feedback and engagement with others.

**\* Briefing paper -**In the briefing paper please start by creating a heading using the AC. Here explain how the feedback (internal and external) prompted the initiative to change whatever you have identified as an issue. Then expand on the people practice initiative in a bit more detail.

**AC - 2.3 Evaluate the impact of the solution to influence and engage people within an organisation.**

**\* Slide -**Use the AC as a heading for your slide and then add a picture representing the AC. In the notes part briefly explain how the change that was introduced in 2.2 impacted the people? Did the change help engage the people within the business? This will be brief again. No need for a detailed discussion.

**\* Briefing paper -**In the briefing paper please start by creating a heading using the AC. Here make sure you EVALUATE what impact the change identified in 2.2 made on the people in the business. Have the objectives of the change been met? Did the employees, including managers were happy about the change? Did the initiative raise levels of engagement?

TASK 2

***AC 3.1 Explore how the role of a people professional is evolving and the implications that has for continued professional development.***

I would do 3 subheadings here:

1. How is the role of people professional evolving? – Think about Ulrich model, how has the HR changes? It used to be business focused, now is people focused. That’s why it had changed to ‘people practice’ rather that HRM. Maybe talk about the technology and how it affects the people practice. For example, before it used to be all paperwork, now there are various HR systems allowing the HR people to access things with a click of a mouse. I would also suggest adding an example from your workplace for a higher pass mark.
2. What impact are these changes have on CPD? – How these changes impact the continuous personal development is all up to you how you word it. I would suggest using your own experience here. Give examples.
3. What is a good CPD practice? Or ‘What are the characteristics of good CPD practice? – What do you think is a good CPD practice? You could say how much the CIPD map has changes, and how this also impacts your journey.

Keep this section relatively short. Try not to go overboard with information. Feel free to use wider research for higher mark.

***3.2 Assess your strengths, weaknesses and development areas based on self- assessment and feedback from others.***

***3.3 Formulate a range of formal and/or informal continuing professional development (CPD) activities to support your learning journey.***

These two AC are linked, so you can do them together or separately. It’s up to you. I would probably do them separately. So, because of this I will do them separately.

3.2 is asking you to ASSESS yourself. I’m assuming you are given some sort of template to do that. Please fill it in and stick in the appendix. You also need some sort of feedback from your line manager or other person you work with. I would suggest you ask them to provide you with some feedback on your weaknesses and strengths. You could also create a template yourself with specific questions for them to answer. Your choice. Make sure these two feedbacks are also placed in the appendix as you will need to refer to them in your own assessment.

The AC command verb is ‘ASSESS’ this means that you need to discuss your weaknesses and strengths in more detail. DO NOT just provide a list of weaknesses and strengths as that will be a referral. Make sure you write two paragraphs, one on weaknesses and one on strengths. Base your assessment on the template provided by your provider as well as the feedback from the people from your work.

3.3 is asking you formulate a range of formal and informal CPD to support your journey. Again, I’m assuming you will be given some sort of template. What I would do is to fill this template up, put it in the appendix and in the main body write a short paragraph where you explore these activities in more detail. For example, you may say you want to attend a seminar on Employment Law. Discuss this in more detail. Why? What will it give you? Etc. Don’t write loads in this part. Keep it short and sweet.

***1.4 Reflect how you have taken responsibility for your work/actions, including recognising and rectifying mistakes.***

Here, you need to give an example where you introduce a situation where you have made a mistake and it caused some issues. This can be anything. If you look at the AC it has 4 parts: REFLECT; Take responsibility, recognise mistake and rectify mistake. All of these have to be included in the discussion you are going to make on the situation.

**Example: (DO NOT USE IT!!!!! as other people will also use this template!)**

I was tasked by my HR Manager to prepare monthly dashboard for a management meeting. This dashboard included absence figures, recruitment cost, leavers figures, agency cost and other figures. I have rushed to prepare this as I booked two days off as holiday and I was eager to complete all of my tasks beforehand. I have waited till the last hour to submit the dashboard to my manager and I went home. I never checked the figures as I was sure they were right. Upon my return I was asked to attend 121 meeting with my manager where she explained that I have made few mistakes in the report, which caused her issues in terms of wasted time on rectifying them and the potential embarrassment if she didn’t check them before going to the meeting. I have apologised and explained what has happened. I admitted rushing the figures and never checking them before I went home. I understood what mess I have created and that these figures need to be correct as she has to explain them in the meeting. We have discussed the dashboard and I have realised that the graphs were not pulling the numbers properly which then caused the information to look wrong. My manager simply overtyped some information to make it work. I have suggested to look at the dashboard to make sure that this doesn’t happen again and that all of the information is presented correctly. I managed to alter the dashboard a little bit, and to make it look better with more detailed graphs and figures. My manager was pleased with the new look. However, I understand that I could have had made it look that way before I went on holiday if I spent some time on it. Instead, I have caused my manager do doubt me and made myself look irresponsible. I have made a mental note to make sure that I prioritise my tasks accordingly, especially if I need to take a day off.

***2.4 Reflect on your own approach to working inclusively and building positive working relationships with others.***

Here you have to provide 2 examples where you reflect on two separate things. One is for working inclusively and the other for building positive relationships.

I would write two paragraphs here. I would also name them ‘Example 1 – working inclusively’ and ‘Example 2 – building relationships.’ Just so it is clear what you are writing about. All you need to do is to REFLECT, which means you have to provide and explain an example of these two things separately and then reflect on how you have done it, how it made you feel, how it made others feels? Etc.

AC 3.4 is to be submitted later on.