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| **Developing yourself as an effective human resources or learning and development practitioner - 4DEP** | | | |
| Learner Name:  James Bancroft | Group: LOLAUG20  Tutor: Lynn Manir-Jolley | Assessor Name: S Greene  *(If different to delivery tutor)* | Date: 23/09/20 |

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| **Assessment criteria relating to unit 4DEP – Part A** | | **Pass Y/N** | **Assessor Comments** |
| 1.1 | Explain the knowledge, skills and behaviours required to be effective in an identified HR or L&D role. | Y | The purpose of the CIPD 2018 Profession Map has been explained.  The Profession Map and its various components (i.e. the values, core knowledge, core behaviours and specialist knowledge areas have been summarised. The specialist knowledge area(s): Learning & Development and Employee Experience, which you consider most relevant to your own role, have been identified and you have then justified the relevance of the knowledge standards to your role, which was very good. |
| 2.1 | Identify the needs of those using HR services within an organisation and explain how conflicting needs are identified and prioritised. | Y | **Three** users of HR services have been identified and their individual needs explained:   * Employees * Line managers * Potential new employees   You have then explained how conflicting needs can be identified and prioritised. |
| 2.2 | Identify different methods of communication and explain the advantages and disadvantages of each | Y | **Three** methods of effective communication and the advantages and disadvantages of each have been identified and comprehensively explained:   * E mails * Face to face * Video conferencing |
| 2.3 | Describe how to build and maintain effective service delivery | Y | You have described how to build and maintain effective service delivery by:  delivering service on time; delivering service within budget; dealing with difficult customers; and handling and resolving complaints.  Some excellent detail provided to clearly demonstrate how all this is achieved in your area of work. |
| 3.1 | Explain the concept and importance of CPD. | Y | You have explained in detail why you believe CPD to be important, and the actions you want to take in order to progress in your role. An excellent justification, well done. |
| 3.2 | Undertake a self-assessment of capabilities as an HR or L&D practitioner and identify development needs. | Y | A self-assessment against selected areas of the CIPD 2018 Profession Map (ie one specialist knowledge area and one core behaviour area)   * Diversity & inclusion * Commercial drive   has been made, and you have identified at least **two** areas for further development based upon your findings:  1.How diversity and inclusion principles are built into your organisation’s people practices: Ensuring that employees have an understanding of the difference between diversity and inclusion and agree key principles which are published and built into practice  2.Identify and focus your attention on people issues that will impact on business performance. Learn to review the financial efficiency of the staffing in the school and being able to demonstrate the financial impact of decisions in order to meet the school’s priorities.  All very relevant and appropriate to the specialist knowledge area and core behaviour chosen, well done. |
| 3.3 | Evaluate options to meet identified development needs. | Y | A minimum of **two** options for meeting development needs have been evaluated very well. It’s good to know that you are finding the CIPD podcasts helpful. |
| 3.4 | Produce a plan to meet personal development objectives. | Y | A sixth month plan has been completed to meet your development needs, including those identified in A/C 3.2 and the achievement of your CIPD qualification.  **Ensure that each of your CIPD units are included in your updated PDP with all columns populated and learning gained from each unit when finally submitted.** |
| This assessment should be presented as a report.  Word count 1500 words.  A PDP needs to be included with your report. | | | |

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| **Assessment Decision (Pass/Refer)**  **PASS** | PASSP  *Students receiving a refer mark have 1 week from the date feedback was provided on the VLE to upload their resubmission, unless otherwise agreed with MOL.* |
| **Strengths** | **Areas for Improvement** |
| * You have demonstrated a very good understanding of the knowledge, skills and behaviours required to be an effective HR or L&D practitioner. You have also demonstrated your knowledge how to deliver timely and effective HR/L&D services to meet users’ needs. * Some good application of workplace practice with examples to demonstrate knowledge and understanding of the above. * Your assessment has been structured in report format with use of sub headings. * Your assessment has been submitted within the word count. * All the assessment criteria has been met. | * A reference list has been included but this was very brief. Try to broaden your reading. * Consistently reference your sources within the main body of your work. I have provided a link to support with Harvard referencing within the L3 Resource Zone: [Harvard referencing](https://mollearn.webex.com/mollearn/lsr.php?RCID=4d531548bcca51ea0ce4ebf78fc184f3) |