

Examples of good CPD Records: Foundation Level

What was the learning experience, and why was it important to you?	I attended a basic Excel course which taught me how to do formulas, functions and features.
How has your understanding changed as a result of this experience?	Within the course I learnt about AVERAGE, SUM, SUMIF, SUMIFS, COUNTIF, COUNTIFS, IF, IFS, VLOOKUP and Pivot Tables. I also learned how I can use these functions in analysing specific people data, which is something I'm now being asked to do in my job. This was an internal virtual course with seven other people on it from around the organisation. I learnt that I really like being taught by a professional rather than trying to do it all 'on the job', and I like having the time dedicated away from the office to learn. I also learnt that sometimes I can jump into a task too quickly without fully listening to or reading the instructions. This meant I got one of the activities wrong on the course, so I had to redo it. I also think it helped me to see that I'm quite good at picking up new things quickly, as I was able to use this straight away the next day when I was putting together a new spreadsheet for our staff absence. I also learned about other parts of the business and what they are using their data for, as it's a not a massive company, so it was good to hear what other teams like Finance, Marketing and Customer Services do when it comes to data, and it gave me some ideas of what we could do in HR.
What have you done differently, or what will you do differently, in your work?	I will be getting involved in this year's annual pay cycle, so it will help me support the HR manager with preparing template spreadsheets which I have not done before. It will also help me to be able to support with any queries we get in from the organisation's managers about how to use the pay spreadsheets, and how they are set up. I've also been thinking about where we could use this in other parts of HR. For example, I have had a go at developing a template spreadsheet for the annual employee opinion survey results and I have identified three potential areas of improvement which means we can have better visual data to give to managers. The course helped me realise that I need to make sure that I fully listen to instructions before I take action. I am attending another course next month (advanced excel skills) so will ensure that I take this on board. I have also emailed the person who looks after the employee opinion survey with my ideas, and they have asked to meet with me to explore how this can be implemented into the next survey. I'm really excited to be able to share this, as it's not an area I've worked in before, so it means I might be able to get more involved with the work that this team do.
What difference has this learning made - or what difference do you expect it to make - beyond your own development?	I have a colleague who has started at the same time as me who would also benefit from the course. I have chatted to him about how it has helped me and he can't get onto a course for another 4 months so I have offered to do a 2 hour at desk session where I can show him what I have learnt. I've also offered to share this with the two HR advisors in the team.

What was the learning experience, and why was it important to you?

Supporting the recent implementation of a new learning tracking system. We used to use folders and documents on Teams channels which was more of a 'paper-based' system, so this new system was to improve the way we manage learning in the company. When we tested the system, I gave feedback and some of my suggestions were taken on board and shaped some elements of the system.

How has your understanding changed as a result of this experience?

When I heard we were implementing a new system, I was excited for how much easier things would be, as the old system was a very slow and outdated way of doing things. I learnt a lot by getting to grips with the system itself and I had to work closely with more senior L&D specialists in the team and the IT team and gained skills from this. I also learnt a lot about how complex the change was, and how crucial it is to speak up about ideas for change. If I hadn't shared my insights as one of the end users of the system, there would have been more complex steps in our L&D processes that I and other learning co-ordinators would have to deal with. At first, I was nervous to share any criticism, as I had seen how hard the team had worked and how much the system had cost. However, my feedback was praised by the Head of L&D and the changes were made to the system. This made me more confident to speak out. I also learned a lot more about the organisation as this is the first time I have worked on a project with people outside of L&D. I had realised how people in other parts of HR use the learning data, so that was really interesting.

What have you done differently, or what will you do differently, in your work?

I've learnt that it's important to share my views on things, so that the end product quality is as good as it can be and that my opinion and knowledge can be useful insight for people who may be seeing the bigger picture, rather than small usability details. Until this point, I had been nervous to share my ideas of improving processes or the way we do things. Having had changes made to the system and the positive feedback from the Head of L&D, I am now more confident to share my views. I have recognised that my work, opinion and ideas are relevant to the bigger picture.

In future, I will also think about what I can take into a project in terms of my own knowledge and skills - I learned a lot about the other parts of HR just from working with a wider group of people, but I hadn't considered how I could share my knowledge of L&D with them. It was only when they asked me what we do and how we do it that I realised I have knowledge to share from my experience, even though I'm quite new to the company.

What difference has this learning made - or what difference do you expect it to make - beyond your own development?

I have recognised this sort of 'insecurity' in how I have worked, because I did stop to think about whether to share the feedback. When I had the courage to share it, the results were good. I have taken a closer look at the Professional courage and influence CIPD profession map area, so I can develop my skills in this area. I have taken the standards that I think I need to improve to my manager and they have worked with me to suggest ways in which I can build confidence in sharing my ideas.

I will also offer to be one of the people who now trains others on the system as I'm pretty confident on it, and I know what can go wrong and how to sort the type of problems that will come up.