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CIPD Learner Assessment

Please write clearly in block capitals							
Centre number:							
Centre name:							
Learner number (1st 7 digits of CIPD Membership number):							
Learner surname:							
Learner other names:							
Unit code:							
Unit title:							
Assessment ID:							
Assessment start date:							
Assessment submission date:							
First resubmission date for centre marking – if applicable							
Second resubmission date for centre marking – if applicable							
Declared word count	Task one: 1515 words Task two: 630 words Combined: 2145 words						
Declared word count – Resubmission One							
Declared word count – Resubmission Two							

1.
2.

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Grades & Checks

Total marks for UNIT		Grade	
Total marks for UNIT *(Resubmisson 1)*		Grade *(Resubmission 1)*	
Total marks for UNIT		Grade	

(Resubmission 2)		*(Resubmission 2)*	

Assessor Feedback Summary

Final Grading Grid

AC 1.1	AC 1.2	AC 1.3	AC 1.4	AC 1.5	AC 1.6	AC 2.1	AC 2.2	AC 2.3	AC 2.4	AC 2.5	AC 3.1	AC 3.2	AC 3.3	AC 3.4	AC 3.5	AC 4.1	AC 4.2	AC 4.3	AC 4.4

Overall mark	Unit result
0 to 21	Fail
22 to 28	Low Pass
29 to 35	Pass
36 to 44	High Pass

Task 1 Assessment criteria		Verb & Scenario	Good Areas	Improvement Areas	Score
1.1	Provide a written response covering the points you would include in the briefing (AC 1.1)				
1.2	Discuss two of your personal or ethical values that you believe will help				

Task 1 Assessment criteria		Verb & Scenario	Good Areas	Improvement Areas	Score
	you in your new role, and how consistently applying these will inform your people practice work at Nexxobyte. (AC 1.2)				
1.3	Consider why it is important to communicate in this way and two potential consequences (one for you and one for Nexxobyte) if you are unable to do so. (AC 1.3)				
1.4	Explain how, if you had been at Nexxobyte and aware of these two situations when they existed, you would have approached and raised them? (AC 1.4)				
2.1	With reference to research or theory, argue the human and business benefits of people feeling included, valued, and fairly treated at work. (AC 2.1)				
2.2	Discuss the steps you will taketo make your design of the initiative fair and inclusive to check, after three months of implementation, that the initiative is as inclusive as you have intended. (AC 2.2)				
Total marks for TASK 1					
Total marks for TASK 1 (Resubmission One)					
Total marks for TASK 1 (Resubmission Two)					

Task 2 Assessment criteria		Verb & Scenario	Good Areas	Improvement Areas	Score
2.3	Using a combination of your own reflections and feedback from at least one other person, consider your own behaviour against the six associate-level standards of the CIPD Map Core				

Task 2 Assessment criteria		Verb & Scenario	Good Areas	Improvement Areas	Score
	Behaviour, 'Working inclusively'. Summarise your conclusions from this activity, along with a brief explanation of who you involved and how their feedback informed your assessment. (AC 2.3)				
3.1	Research and identify two ways the people practitioner role (generalist or any specialist) is evolving. Summarise these two developments and the implications they have for your ongoing professional development. (AC 3.1)				
3.2	With reference to your reflections and feedback at Q1, and your research at Q2, assess your current strengths, weaknesses and development areas in relation to people practice. (AC 3.2)				
3.3	Following on from your assessments, identify two development activities you will undertake (or commence) in the next six months. Provide a brief explanation of the activities you have selected along with your reasons for choosing them. (AC 3.3)				
3.4	Shifting your focus now to development activities you have already undertaken within the last two years, reflect on the two activities (formal or informal) that you consider having had the greatest impact on your behaviour and performance. Provide your reflections, attached to your assignment, as either: your own format CPD record, edited to include just the two selected activities, or a report (or reports) from the CIPD 'My CPD Reflections' tool. (AC 3.4)				
Total marks for TASK 2					
Total marks for TASK 2 (Resubmission One)					
Total marks for TASK 2 (Resubmission Two)					

Assessment

Question 1 (AC 1.1)

People professional helps the organisation achieve its goals through managing relationships between employees and the business, ensuring that ethics are in place and well followed. Human resourses professionals act as a role model at the company supporting development of fair practices that are inclusive and respectful. The role acts as a bridge that supports organisational performance and human experience while working as part of the team.

This role is proactive and contributes to workplace culture while managing legal, ethical and reputational risks. People professionals act as trusted advisers who align people with business objectives and influence decision making in a professional way. (CIPD, 2023)

At the organisation such as Nexxobyte this role was very important. Because of the company's fast growth the practices became inconsistent. Rapid growth was a success for a business but possibly a loss in terms of employee experience. Some employee complains mentioned unequal access to learning and development and resulted in a loss of valuable resources. The key contribution needed in this case is structure, consistency and fair, transparent, and ethical management practices.

The three team leaders were chosen based on technical expertise, possibly neglecting their management experience and professional integrity. As a professinal at Nexxobyte I could provide guidance and clear frameworks on ethical management in a diplomatic way to improve employee wellbeing and satisfaction. I would focus on changing the approach from informal decision-making to fairer and more professional and try to act as ethical voice for people's practice. (CIPD, 2024).

Question 2 (AC 1.2)

Two personal and ethical values that I believe will strongly support me in my role as HR Adviser at Nexxobyte are transparency and empathy. This shapes the way I communicate, make decisions and build relationships.

I am focused on approaching responsibilities with transparency and accountability. For me, transparency means being open, honest and clear about decisions, processes and expectations, especially if other people are affected. I believe it is essential for building trust and credibility.

At Nexxobyte, the informal working style has led to employee complaints. Applying transparency would mean clearly explaining decision-making, applying policies fairly across teams, and communicating in a structured way with staff and managers. This would reduce confusion and support more ethical work environment.

Empathy also influences how I work with others. My counselling qualification developed my active listening, emotional awareness, and ability to remain calm in sensitive situations. These skills are directly relevant to people practice, especially when employees raise concerns. Where learning and development has been unequal, I would ensure individuals feel heard and respected, even when the organisation has limitations in that sense.

I also perceive myself as a reflective thinker who is able to consider different perspectives before responding. I prefer thoughtful handling of conflict and ethical issues. It will help me balance employee wellbeing with business needs.

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Question 3 (AC 1.3)

Clear and confident communication is essential in people practice, as the role includes helping management understand issues from a people perspective. At Nexxobyte, where managers were promoted for technical skills rather than leadership experience, many practices were developed informally. Clear communication is the key to explaining what must change and how this could benefit both staff and the business.

Confident communication also builds trust and credibility. When managers understand the reasons behind the advice, they are more likely to engage and act. This is especially important in a fast-growing organisation like Nexxobyte, where leaders focus on delivery and may overlook long-term people risks. It will help professionally tackle issues.

Without this skill, I won't be able to gain influence, which would limit my ability to make change. For Nexxobyte, unresolved issues such as inconsistency and dissatisfaction will likely continue, creating higher turnover and reduced engagement, and increasing legal or reputational risk over time.

Question 4 (AC 1.4)

If I were an employee of Nexxobyte and I knew about the unethical and illegal behaviors, I would remain calm, fact-based, and compliant with professional and ethical standards. As a people professional, it is important to quickly respond to concerns. However, one should be fair, unbiased, and respectful to all parties when addressing those concerns.

Regarding the unethical behaviour, where a manager approved expensive training for some employees while refusing similar requests from others, my first step would be to establish the facts. This would involve reviewing learning and development records, budgets, and relevant communications to identify any pattern of unfair treatment. I would avoid assumptions and rely on evidence to ensure an objective approach. Once confirmed, I would raise the issue with the manager in a private and professional conversation, explaining the impact on fairness, trust, and morale. I would also highlight organisational risks, including employee complaints and disengagement, and work with them to agree on clearer and fairer criteria for development opportunities.

Illegal activity involving a former employee using company time and equipment for a separate business would be treated more seriously. I would first gather all relevant information and make sure to maintain that information confidentially. Then, I would follow our organisational procedures regarding misconduct by escalating it within the organisation's structure as required, including reporting the issue to senior leadership if necessary. I would adhere to employment law and provide the former employee an opportunity to respond while ensuring the organisation's interests are protected.

In both cases, I would act with professional courage and transparency, raising the concerns via the proper channels of communication. I would also consider whether these issues highlighted wider gaps in policy or management capability and recommend preventative actions, such as clearer procedures or manager training.

Ultimately, I would aim to strike a fair balance between being responsive to the needs of the individuals involved and meeting my obligations to protect employees with my response, maintain ethical standards, and minimise the risk of potential litigation and reputation damage to Nexxobyte, consistent with CIPD's guidelines on ethics in HR practices and organisational accountability (CIPD, 2024).

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Question 5 (AC 2.1)

When employees feel treated fairly and consistently, trust grows, supporting engagement and retention (CIPD, 2024). From my perspective, feeling respected is a basic human need, and when it is missing, motivation and trust quickly drop. At Nexxobyte, where inconsistent practices have already led to complaints and staff leaving, this becomes especially important.

This is explained by the psychological contract theory. Workers have expectations about how they should be treated, and trust grows when there is justice and openness. But it can feel like a betrayal of trust when some individuals are given opportunities for growth while others are consistently turned down. This could explain why, despite the company's strong financial performance, some Nexxobyte employees feel underappreciated.

Additionally, equity theory demonstrates how people inevitably evaluate themselves against others. Employees may become emotionally disengaged or begin searching elsewhere if they feel that their efforts are unfairly rewarded. This can quickly result in the loss of valuable talent in a skilled workforce, which is disruptive and expensive.

When workers feel appreciated, they are more likely to share ideas, stay involved, and work harder. Maintaining qualified employees is crucial for Nexxobyte's stability and expansion. High turnover disturbs teams and raises hiring expenses.

In response to the manager’s view that people work harder without policies, I would argue the opposite. Clear and fair policies provide structure and consistency, helping people understand what is expected and what they can expect in return. This builds trust and motivation rather than limiting performance.

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Question 6 (AC 2.2)

To address unfair access to learning and development at Nexxobyte, my initiative would be designed to be fair, inclusive, and transparent from the start. With rapid growth and inconsistent practices, a clear structure is a key component to rebuilding trust (CIPD, 2024).

First, I would introduce clear criteria for development access, including paid learning time, training budgets, and supported learning types. These would apply equally across all teams and be clearly communicated to reduce confusion and perceptions of favouritism. Transparency at this stage is essential for fairness and engagement (CIPD, 2024).

I would gather input from employees and managers to understand development needs and preferred learning formats. This supports different roles and learning styles, not only formal or expensive training. Offering options such as online learning, mentoring, coaching, and job-based development would improve accessibility and inclusion.

Managers would receive clear guidance and simple decision frameworks to stay consistent. This is especially important when many managers lack leadership experience. Clear expectations will help to reduce inconsistency and create fair decision-making (CIPD, 2024).

I would also evaluate the success of this initiative every three months by reviewing data on which employees participated in training and evaluating whether or not there were certain groups of people who were underrepresented in terms of participation. I would also be collecting feedback from all employees involved in this initiative through surveys, check-in sessions, and other means of evaluation. If I found any evidence of either bias or exclusion during these evaluations, I would make adjustments to the initiative to address those issues.

This reflective and evidence-based approach supports employee development while helping Nexxobyte build trust, retain talent, and achieve sustainable growth (CIPD, 2024).

Task One: 1515 words

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TASK 2

Question 7 (AC 2.3)

To review my behaviour against the CIPD Associate-level standards for inclusive working, I reflected on my own practice and feedback from my counselling skills training. This included input from a client and helped me understand how my behaviour is experienced by others. The reflection links to the six standards, including respect and fairness, valuing different perspectives, active listening, empathy, awareness of difference, and self-reflection.

During my counselling course, I worked with a client from a different racial and cultural background. Their feedback was that they felt listened to, respected, and supported. They valued my open and non-judgemental approach and said I made a genuine effort to understand their perspective. This showed that my listening skills and empathy helped create a safe and inclusive space.

They also highlighted an area for improvement. They felt unsure whether I could fully understand their lived experience due to our different backgrounds. This made me realise the importance of not assuming understanding. I adjusted my approach by slowing conversations, asking more questions, checking alignment, and openly acknowledging differences, while also recognising shared human experiences.

This reflection highlighted my strengths in empathy and active listening, while reinforcing the need for ongoing self-reflection. It increased my awareness of difference and inclusion, and I aim to apply this in people practice by remaining respectful, reflective, and open to learning from others.

Question 8 (AC 3.1)

One clear change in people practice is the stronger focus on employee wellbeing, inclusion, and psychological safety, rather than mainly administrative HR tasks. For my professional development, this means continuing to build listening and interpersonal skills and using my counselling training to support employees in a sensitive and professional way, while maintaining clear boundaries within the role.

Another key shift is HR becoming more of a strategic business partner. In my case it's about the need to build confidence when working with managers, improve business awareness, and strengthen my ability to challenge poor practice constructively. Ongoing learning, including using CIPD resources and gaining practical experience in advisory roles will help me.

Question 9 (AC 3.2)

One key strength is my ability to listen actively and work empathetically with others. Feedback from my counselling training showed that I create a safe, respectful, and inclusive space, especially when working with people from different backgrounds. This is directly relevant to people practice, particularly when supporting employees with concerns, complaints, or wellbeing issues.

Another strength is my reflective and analytical approach. I take time to consider different perspectives and avoid reacting emotionally, which supports fair and balanced decisions and fits well with the growing focus on wellbeing and inclusion in people roles.

A key development area is building confidence in the future when challenging managers or senior stakeholders, especially in fast-paced or pressured environments. Strengthening this will require more exposure to organisational strategy, decision-making, and knowledge of the employment law and legal boundaries.

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Question 10 (AC 3.3)

My first development activity is to strengthen my technical knowledge of people practice and employment theory. Over the next six months, I will focus on key HR areas such as employee relations, learning and development, and employment law through my CIPD studies and wider reading of CIPD guidance. I chose this because a strong technical foundation is essential for applying people practice confidently in real workplace situations. It will also help me support recommendations with evidence rather than opinion.

My second development activity is to improve my ability to apply theory to practice. I will do this by linking academic concepts to case studies, assignments, and workplace examples, and by using tutor feedback to improve how clearly I explain people practice ideas. This is important as people professionals are expected to turn theory into practical advice, and developing this skill early will support my confidence and effectiveness in future roles.

Word count for task two: 630 words

Question 11 (AC 3.4)

Key dates	What did you do?	Why did you do it?	What did you learn from this?	How will you use this learning?
Dec 2025	Completed a counselling skills qualification	To develop my ability to listen, communicate effectively and support people ethically and sensitively	I developed strong active listening skills, empathy, emotional awareness and the ability to remain non-judgemental during sensitive conversations. I also learned how to work with people from different backgrounds while maintaining professional boundaries.	I now use these skills in people practice to handle employee concerns, complaints and wellbeing issues in a calm, respectful and empathetic way. This learning supports ethical practice and helps build trust with employees and managers in the future.
Sept 2024	Started an academic study in psychology	To build a strong theoretical foundation and improve my ability to analyse behaviour and explore the human mind.	I strengthened my analytical and reflective thinking skills and learned how to apply theory to real situations. This helped me understand people behaviour, inclusion, motivation and ethical practice more deeply.	I will use this learning to support evidence-based people practice, reflect on my own performance and continuously improve how I apply theory to HR scenarios, assignments and future professional roles.

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