

RECORD OF PRACTICAL EXPERIENCE (RPE)

Daily Tasks

HR student
HR Job - Multinational
MEDICAL Co.

1. File Review/Updating – make sure all files are accurate and up to date. Ensure new employees get a file and that all relevant documentation is with the file. Ensure that all files are to Audit standard. Ensure that files are kept in an organised fashion and are easily retrievable when needed. This was an ongoing task and needed to be seen to everyday, otherwise it would become impossible to manage.

Level of Involvement: 3 (for "Levels of Involvement Scale" see Appendix I)

2. Deploy training events through Compliance Wire (Learning Management System) – assign training to individuals/groups of employees through Compliance Wire – the sites online learning management system. This task was performed as needed i.e. I would receive an email asking to deploy training to a particular person/group of people; I would then deploy the training. This also involved some co-ordination with other [redacted] sites around the world to deploy Worldwide Documents, so that the whole organisation received a standard training item.

When the new training administrator started on-site, I passed on what I knew about the system and trained her up on what I knew so that she was able to take over the running of the system as part of her role.

Level of Involvement: 4

3. Perform Queries and System Clean up on Compliance Wire – Run reports for requests that may come through from certain departments as to who has trained to what documents. Also set up and maintain the database of current users of the system. Ensure they have proper access rights and capabilities within the system.

Level of Involvement: 4

4. Take minutes at Weekly HR team meeting – record minutes and actions at the weekly HR meeting. I would then send out the minutes to all attendees after the meeting.

Level of Involvement: 3

5. Organise Interviews for new applicants – once new applications have been screened my job involved setting up interviews with these people. I also had to organise a room, set up any special requirements and bring candidates to room for interview. Later on, I did get to screen some CV's for some Manufacturing Team Member positions – linking the whole process together from start to finish.

Level of Involvement: 2

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Weekly Tasks

1. Entering Training Records – enter training records onto computer database. These records were then available on the Intranet for everyone to see. Users can run reports on who has completed specific training, on what date and to which revision they were trained. Records were collected site-wide every Friday. Again, when the new training administrator started I showed them how to enter these records correctly.

Level of Involvement: 4

2. Tracking Right First Time Records – once records received on a Friday a record had to be made of how many were filled out correctly and incorrectly. This was then loaded onto an excel spreadsheet and a "Right First Time" percentage was found. The target was 100%. Graphs and figures are communicated to all employees to make them aware of the issue. The "Right First Time" percentage was used in the company's monthly metric recordings.

Level of Involvement: 4

3. Putting Records into Document Storage – once the records were entered onto the computer database they had to be filed in document storage. This was necessary in case an audit took place or if the original training record was ever required, we could easily find the documents. This took place once all the previous weeks record had been logged.

Level of Involvement: 4

4. Every fortnight ensure payslips are handed out – payroll was run every two weeks and once the payslips were available I was given the task of handing out the payslips. This was a good way to find out who's who in the company and to introduce myself.

Level of involvement: 3

5. Update Compliance Wire with new Employee Details – every week new employees began work on site. It was my duty to setup this person in Compliance Wire so that they could have access to online training. I could help these people if they had any problems with logging in or accessing training.

Level of involvement: 4

6. Update Notice Boards – update notice boards with new information when needed. Examples would include: job adverts, new teams, site visitors, information on reward and recognition events etc. Important so that everybody on site was aware of changes/new faces.

Level of Involvement: 3

Ensure "Return to Work Interviews" are completed by Supervisors – every Monday I would run a report in "Core HR" (Personnel Management System) to see how many people were absent the previous week. If these people have not yet completed a return to work interview it was my job to email that persons supervisor and request that a return to work interview be completed. The "Return to Work Interviews" ensured that levels of absenteeism were kept to a minimum.

Level of Involvement: 2

8. Junior Achievement Programme - for a five-week period I partook in this programme, which involves going out to local primary schools and teaching young children about the importance of business in the community. It involved learning the material and presenting to the class. This greatly improved presentation skills and the confidence to stand in front of a group and speak.

Level of Involvement: 3

9. Time-Sheet Report for Production Contractors – every Monday a report was ran in the HR System. This report showed the hours worked by certain employees whose hours were contracted to another company. My task was to run the report and send it to their employer. This ensured two things, firstly that we confirmed the hours that they worked were correct, and secondly that they got paid on time and accurately.

Level of involvement: 3

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Monthly Tasks

1. Add posted CV's to Database through Candidate Manager – every month the company received many Curriculum Vitae's via post. A task I was given was to scan these onto the computer and add them "Candidate Manager" (online administration system for job applicants). This task was important so that we complied with legal requirements to hold a CV for a certain period of time. Also if there was no suitable position for an applicant, we would have their CV on file so if a position arose in the future they may be included in the selection process.

Level of involvement: 2

2. Attend the Monthly Communication Meeting – I got to attend the Monthly Communications meeting, in which each of the company's departments gave updates on what has been going on in the last month. This gave me a good feel for the business and also it kept everyone in the loop as to what was going on.

Level of involvement: 1

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One Off Tasks

1. Education Project – to meet regulatory requirements the company is required to hold a copy of all educational certificates of its employees. It was my job to first check to see if we had this on file and if not to ask employees for their cert. I tracked progress in an excel spreadsheet and now we have all certificates as required.

Level of involvement: 3

2. Updating People Leaders Employee Handbook – this involved modifying the company employee handbook for People Leaders, to include all relevant forms and documents where needed. I edited two versions: a hard-copy version in a folder and a soft-copy version with hyperlinks inserted where certain forms were mentioned. This document made it easier for the people leaders to get to specific areas of the handbook and also look at the related forms quickly.

Level of involvement: 3

3. Defining Salary Bands – look through organisation charts and take a record of all the different job titles. This enabled the recruitment specialist to define specific salary bands for specific jobs.

Level of involvement: 2

4. Update Company forms with both [redacted] and [redacted] logos – with two companies operating under one roof, and the HR department acting as a shared service, it was necessary to update current forms and documents to include both [redacted] and [redacted] logos. This would save time and effort creating new documents and also promote a campus culture on site.

Level of involvement: 3

5. Set-up excel files for R.F.T. training records – while in charge of entering training records it was necessary to keep track of how many received back were correct. I set up an excel spreadsheet to show how many we received back at any stage of the year. It also enabled us to look at who was filling out documents correctly, volume by month and also if training was or was not taking place in certain departments. i.e. Identify training gaps.

Level of involvement: 3

6. Recruit students for XP-13 PQ – during the month of June 15 summer students were required to qualify a new production unit on site (XP- 13). I was tasked with getting these people on site. I sent a site-wide mail to see if anyone had relations etc. that would be available for the two weeks. I made the calls and soon we had 15 students.

Level of involvement: 2

. **Liaise with local gym to co-ordinate onsite fitness assessments** – the local gym in [redacted] were on site to drum up business and we co-ordinated a day of free fitness assessments for employees. Liaise with contact in gym, make site aware of assessments via posters on notice board and email.

Level of involvement: 2

8. Create training database for Contractor Training – create and maintain a database for contractors on site so that their training records may be easily accessible rather than trawling through folders for paper records. Applied existing knowledge of excel and also expanded on what I knew – based on what had to be achieved.

Level of involvement: 3

9. Got to see how a Corporate Audit functions - during the month of June there was [redacted] Corporate Audit, which lasted for four days and comprised of four Auditors. My assistance was required for some parts of the four days when certain training records were needed. This was an invaluable experience to see how an audit functions and to compare the calmness of the audit room with the activity of the back room.

Level of involvement: 1

10. Delivered HR induction to new employees – I took on this presentation as there was a member of staff unavailable to do so. The presentation took roughly 45 minutes and I was able to deliver it confidently due to what I had learned during the course of my time on placement. This was delivered to all new employees for the month of July and tested my skills as a presenter and my level of knowledge of the HR dept. as there were many questions both during and after the session.

Level of involvement: 3

11. Attended an Assessment centre to see how Aptitude tests work-
Here I made the phone calls to invite potential employees to attend an Assessment centre to gauge their aptitude for the job in question. The day involved giving a numerical and verbal reasoning test to the candidates. We then corrected the papers, collated the results and from these we were able to choose candidates to come on site for interview. This process is designed to save time and effort when it comes to the recruitment process.

Level of involvement: 2

APPENDIX I

Levels of Involvement Scale

1. Observed task being performed
2. Participated in task being performed
3. Performed task independently
4. Supervised task being performed

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Summary of Work Experience

To sum up, this placement has given me a clear-cut understanding of what HR is and how it should function within an organisation. During this time the company was expanding and transitioning. It was a very busy time to be in HR while policies and procedures were being decided upon and there was a lot of recruitment taking place. Hence the level of exposure I received in such areas as Training, Recruitment, General HR, Administration and computer systems was second to none. I wish to thank the team for all their support over the past 8 months.

They have helped me to improve upon, and realise the importance of skills such as:-

- Communicating effectively
- Presenting skills
- Computer skills
- Organisation skills
- People Skills

I was given the opportunity to become part of the team, rather than just a student on placement. Any suggestions/concerns I had were taken on board and if needed acted upon. It has given me a proper insight into how good organisations function. In terms of my BBS Degree within WIT I am confident that this experience will help me in the final year of my studies and also prove a stepping-stone to further opportunities in the future.

<i>Signatures:</i>	<i>Date:</i>
Student	
Work Supervisor	
Employer Name	
WIT Mentor	