

## Certificate in Personnel Practice

### A Flexible Development Option for Forward Looking Human Resource Practitioners

This nine day programme has been specially designed to meet the needs of those working in busy personnel departments and those working in small organisations who are responsible for personnel.

Cullen Scholefield has been offering the Certificate in Personnel Practice (CPP) since 1987. We are the only consultancy authorised by the Chartered Institute of Personnel and Development (CIPD) to offer the CPP in this format. We have recently revised the programme to meet the CIPD's new syllabus for the CPP, with greater emphasis being placed on training, the role of human resources and information technology.

Our approach is very flexible. Nine one day tutorials are supported by comprehensive open learning materials and expert tutor advice. Candidates are required to attend all tutorials, complete a Continuous Professional Development (CPD) Record and Plan, complete eight open learning workbooks, produce one integrated work based project, undertake two skills assessments and complete two written assignments.

#### This programme offers candidates the following benefits:

- Only nine days away from work - you plan the dates with the other delegates on the first tutorial
- Personal tutor support for 18 months - this includes telephone and eMail support
- Access to eZone, our online candidate learning resource
- No formal entry qualifications are needed
- All learning materials provided
- No examinations - you will receive regular assessments

#### Your organisation will benefit as you will:

- Only be away for nine one day workshops
- Need to undertake a project which is based on current personnel needs in your organisation
- Become more confident and effective in your role
- Have access to training experts during 18 months of tutor support - we make excellent sounding boards!

#### Programme Content:

**Eight open learning work books** which will relate closely to the tutorial input and help you to put the work you carry out on a daily basis into context.

**A CPD Record and Plan** in which you record your main activities and indicate what you have learnt. The aim of the log book is to show your continuous professional development during the programme.

**Two assignments** to complete, the subjects will be carefully chosen so that you can describe your knowledge of the personnel function.

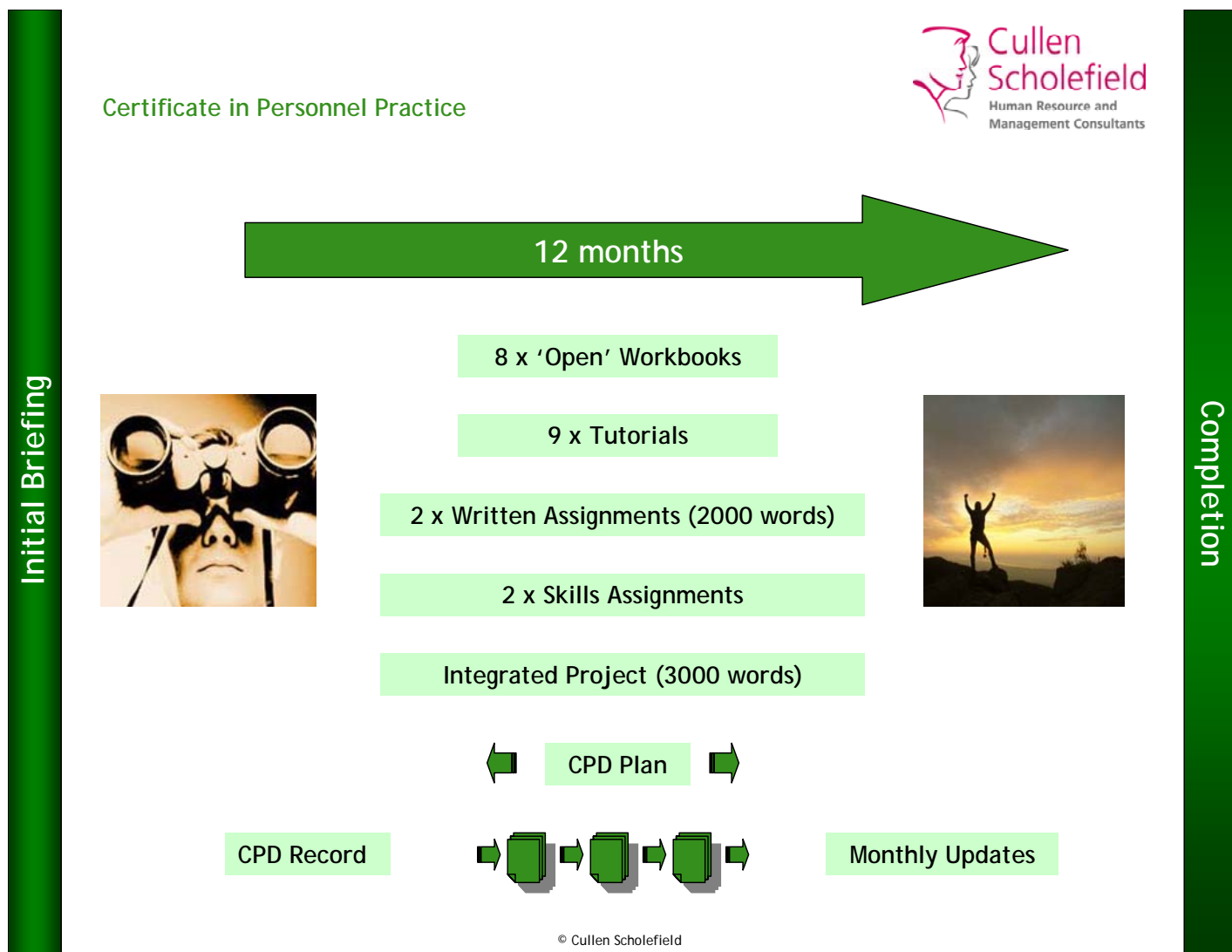
**An integrated project** on a personnel solution that will have a major benefit for both you and your organisation.

**Two skills assessments** to complete, these take place during the tutorials. One assessment is on your selection interviewing skills and the other is on your appraisal interviewing skills.

**The next step** - The CPP gives associate membership of CIPD. Many of our candidates move on to the NVQ in Personnel at Level 4 or 5.

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## Programme Overview:



## Tutorials

A brief outline of the programme for the tutorials is described below. The programme is highly participative and delegates are given every opportunity to develop their knowledge and skills. This is achieved by receiving feedback from peers during the practice training sessions and the expert feedback and support received from our highly skilled tutors.

### Tutorial Day One

- Introductions to course work and the assessment process
- Introduction to the CIPD
- Learning styles and action planning

### Tutorial Day Two

- The role of HR
- Organisational culture and structure
- Personnel policies and procedures
- Personnel data

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## Tutorial Day Three

- Attendance at an industrial tribunal
- Discussion on:
  - employment law
  - tribunal procedures
  - case(s) heard
  - tribunal documentation
- Review of action plans and course work

## Tutorial Day Four

- Communication skills
- Recruitment and selection
- Overview of Employee Relations
- Pay and benefits

## Tutorial Day Five

- Feedback skills
- Skills practice on selection interviewing
- Performance management:
  - purpose and benefits
  - methods, techniques
  - documentation
- The appraisal interview

## Tutorial Day Six

- Appraisal interviewing practice
- Training and Development
  - an organisational focus
  - the Training Cycle

## Tutorial Day Seven

- Practice in delivering a training session
- Discipline and grievance:
  - purpose
  - policies and procedures
  - investigation
  - interview structure

## Tutorial Day Eight

- Delivering a training session - assessment
- Case studies to cover a range of personnel issues such as:
  - discipline and grievance
  - interpersonal conflict
  - discrimination
- Oral presentation skills - structure and technique

## Tutorial Day Nine

- One-to-one tutorial
- Programme review
- Oral presentation of the integrated project
- Selection interview skills assessment

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## Workbooks

### Workbook One:

The Role of Personnel within Organisations

- The development of personnel within organisations
- Factors that influence the personnel function within the corporate environment
- Organisational structures and cultures
- Personnel practice as a line or specialist function

### Workbook Two:

The collection and Interpretation of Personnel Information

- Reasons for keeping personnel records
- Types of records
- Methods of collecting and analysing information
- Using information to make effective decisions

### Workbook Three:

Communication

- The communication process
- The principle means of communication
- Verbal, non-verbal and written communications
- Obtaining information through a variety of methods
- Influencing and negotiating skills

### Workbook Four:

Employment Legislation

- The historical influences on current legislation
- The purpose of employment legislation
- Codes of practice and professional standards

### Workbook Five:

Recruitment and Selection

- Recruitment costs
- Identifying staff requirements
- Sources of recruitment
- The use of application forms and curriculum vitae
- Effective selection interviewing

### Workbook Six:

Employee Relations and Reward

- The benefits of positive employee relations
- Techniques required for discipline and grievance interviews
- The retention of employees
- Pay and benefits

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## Workbook Seven:

### Performance Management

- The background and philosophy of performance management
- The process of performance management
- The performance appraisal
- Setting objectives
- The theory and practice of motivation

## Workbook Eight:

### Training and Development

- The role of training and development in organisations
- Identifying training and development needs, designing and planning training
- Delivering and evaluating training
- The importance of Continuous Professional Development

## Quotes from some of our clients.....

"I have found the CPP very manageable even whilst working full time. It is an ideal basis for a career in HR and covers all the main areas in enough detail to improve your HR role in the workplace. The workload is ample, and the support provided by Cullen Scholefield has been invaluable. I would recommend Cullen Scholefield courses to anyone, they understand how to break the work load and course content down into manageable and digestible chunks."

"This programme is extremely thorough and should be seen as an essential component of development for any HR Professional who wishes to develop their career within the HR sector."

"I enjoyed the learning environment. The small class was comfortable. We had good discussions and found the environment quite encouraging. The course material was presented well and covered all learning styles."

"The group discussions were very interesting. It was useful to find out what other companies do, how they approach HR issue. It was very good to have a mixed group, because no one worked in the same industries and it was a great opportunity to learn new best practices."

"The practical assignments gave me the opportunity to practice my presentation skills, which really improved my confidence in this area."

"The programme gave me more recognition at work and more responsibility. I feel that I have more confidence and experience."

"This course has proved to be one of my better decisions career wise! All the work was highly relevant to my job as a HR Assistant, and the tutorials and tutor were fantastic! It was hard work but worth it, and it hasn't put me off future courses as I have already decided to continue my studies with Cullen Scholefield at the end of the year."

"I have enjoyed completing the CPP and feel it will benefit me within my role. The content of the course was excellent and so was our tutor!"

"I really enjoyed the tutorial and got on very well with my group. I got prompt response when I hand in by workbooks which gave me the motivation to carry on."

"I have found this course invaluable. The support at tutorials is vital to the success of the programme."

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"A great course delivered well, I really enjoyed the practical elements."

"I found the tutorial session interesting and interactive, so by the end of the first session, I felt comfortable with the other people on the course and I am looking forward to the next session. I felt the tutor explained everything clearly and I would not be worried about making contact with her out of the session if I became stuck on anything."

"So much has helped me, interview skills, presentation skills (that's hugely important), a greater understanding of why things happen and of course employment legislation!"

"I couldn't single the best aspect to be honest; it has all been useful and relevant."

"The Tutor was excellent; the group was really supportive and has become great friends. The content of the course was very relevant and I have also grown in confidence."

"I liked the fact that the group was small [6 in total] which gave us more time with the tutor. We also bonded very well as a small group and never felt intimidated to speak."

"Both my knowledge and my confidence have increased hugely."

"The programme has given me confidence in my own ability and confirm my current HR knowledge and experiences."

"A way of studying that's perfect for the working-mum!"

"Personally I gained a lot of confidence undertaking the course. Also, I am now able to see the fuller picture of issues at work. It's given me a greater understanding of the training cycle and the topics surrounding it so I can more useful contribute in my working environment."

"The pace and clarity of the tutorial was excellent with plenty of encouragement to participate and get involved."

"An extremely enjoyable session yesterday with Les. Pace, content, interaction, tutor knowledge was all spot on! Looking forward to more top tips and cracking on with the course."

"Once again another interesting and useful tutorial. I never 'clock watch' on these tutorials which is a big plus in my books!"

## Some Commonly asked questions...

### "What's in it for me?"

You will receive a recognised qualification and associate membership to the Chartered Institute of Personnel and Development. You will meet people from a wide range of organisations, which encourages a stimulating exchange of ideas. A typical programme consists of a maximum of 12 people who have typically been working in a personnel role. Our experience has shown that a good team spirit develops within these groups, and that this facilitates invaluable peer and tutor support. The tutor: delegate ratio is high for the practical session where the ratio is 1: 6 delegates.

### "How does the Certificate in Personnel Practice fit with NVQs?"

The CPP or the Level Three Personnel NVQ will give you associate membership of the CIPD. You can then progress to the Level Four Personnel NVQ which provides exemption from two electives or if your work role permits the Level Five which gives licentiate membership of CIPD, and two of the four fields of the professional standards.

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**“My company won’t pay for me, is there anywhere else I can get funding?”**

If you are self-funding it might be worth looking for advice from the Direct Gov helpline. You can get free, impartial advice. You can call an adviser on 0800 585 505 or visit [www.direct.gov.uk](http://www.direct.gov.uk) for all the necessary information.

We are also an approved centre for ReAct funding if you are located in Wales.

### Other CIPD qualifications offered by us:

- Certificate in Training Practice
- Certificate in Employment Relations, Law and Practice - coming soon!
- Learning & Development NVQ Level 4
- Learning & Development NVQ Level 5
- Management NVQ Level 3
- Management NVQ Level 4
- Management NVQ Level 5
- Personnel NVQ Level 4
- Personnel NVQ Level 5
- Professional Assessment of Competence - Executive and Fast Track Routes