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Section One

(AC 1.1)

Evidence-based practice (EBP) is a way of making decisions using the best and most trusted information. This includes using research studies, workplace data, and the experience of professionals. It helps people in organisations make smart choices instead of guessing or using old ways that may not work anymore (Rousseau, 2018).

Evidence-based practice uses four key sources of evidence. These are: research evidence from academic studies, internal data from the organisation, professional expertise from experienced staff, and the views of stakeholders such as employees or customers. Using all four sources together helps make well-rounded and effective decisions (CIPD, 2023).

In an organisation, EBP can be used in many areas. For example, when hiring new employees, managers can look at research to find the best ways to interview and select people. This helps them choose the right person for the job. In training, EBP helps companies find out which learning methods work best so staff can do their jobs well (Nutley, 2021).

Human resources can also use EBP to write fair and useful policies for staff. For example, using data from surveys, HR teams can find out what employees need to feel happy and safe at work. Managers can also use accident reports and safety research to make the workplace safer.

In customer service, staff can use customer feedback and research to understand what clients want. This helps improve the service and makes customers more satisfied. EBP can also help solve problems faster by using tested methods that are proven to work (Reay et al., 2019).

Using EBP saves time and money. It helps leaders and employees make better choices and avoid mistakes. It also builds trust, because people know that decisions are based on facts, not guesses. Over time, this creates a culture where people keep learning and improving.

In conclusion, evidence-based practice helps organisations make good decisions. It leads to better results and supports growth and success.

(AC 1.2)

Data is very important in organisations because it helps people make better decisions. Instead of guessing or relying on opinions, data gives facts about what is happening in the company. For example, data can show if sales are going up or down, how customers feel, or if a process is working well. When organisations use data, they can understand problems clearly and find ways to improve (Marr, 2018).

Using data also helps organisations plan for the future. By looking at past information, they can predict what might happen next. This helps them prepare and make good choices. For example, if data shows that a product is popular, the company can decide to make more of it. Data gives a clear picture of what is happening and what should be done next (Provost, 2018).

“Why Data Must Be Accurate”

It is very important to make sure data is accurate before using it to solve problems. If data is wrong or incomplete, the decisions made will also be wrong. This can cause big problems, like wasting money or missing important issues. For example, if a company thinks customers are happy because of incorrect data, it might not fix real problems in time (Redman, 2018).

Organisations need to check and clean their data regularly to make sure it is correct. Accurate data helps companies trust their information and make better decisions. It also helps build trust with employees and customers because the organisation is making decisions based on facts, not guesses (Redman, 2018).

In summary, data is a useful tool for organisations to understand what is happening and make good choices. But for data to be helpful, it must be accurate and reliable.

(AC 1.3)

People professionals, like human resource (HR) managers, use different types of data measurements to collect and understand information about employees. These measurements help them organise data clearly so they can make better decisions. The four main types of data measurements are nominal, ordinal, interval, and ratio (Salkind, 2017).

Nominal Data: Nominal data is used to group or name people or things without any order. For example, HR professionals may use nominal data to record employee gender, job roles, or departments. These groups are just labels and do not have any ranking or value. It simply shows different categories (Hair et al., 2019).

Ordinal Data: Ordinal data shows order or ranking but does not show how much difference is between the ranks. For example, employee satisfaction surveys may ask workers to rate their happiness as “very happy,” “happy,” or “unhappy.” We know which group is higher or lower, but we do not know the exact difference between them (Salkind, 2017).

Interval Data: Interval data shows the difference between values, but there is no true zero point. An example is rating performance on a scale from 1 to 10. The difference between 5 and 7 is the same as between 7 and 9, but zero does not mean “no performance.” This type of data helps HR understand levels of things like performance or engagement (Hair et al., 2019).

Ratio Data: Ratio data has a real zero point and shows exact amounts. Examples include employee age, salary, or hours worked. This data helps calculate totals, averages, and percentages, making it very useful for decisions about pay, work hours, and more (Saunders, 2019).

In summary, understanding these data types helps people professionals collect and use information in the right way to improve their organisation.

(AC 1.6)

Agreed policies and procedures are rules that an organisation creates to guide how work should be done. These rules help employees know what to do in different situations. When people follow these agreed policies, it makes decision-making easier because there is a clear process to follow. This helps ensure that decisions are fair and consistent across the organisation (Armstrong, 2020).

For example, if a company has a policy on how to handle employee complaints, managers will know the correct steps to take. This prevents decisions from being made based on personal feelings or unfair treatment. Using policies and procedures helps everyone in the organisation act in the same way and treat people equally (Kaufman, 2018).

“Benefits of Following Policies and Procedures”

Following agreed policies and procedures also helps organisations stay safe and legal. Procedures often include instructions on how to carry out tasks safely. When staff follow these procedures, it reduces mistakes and accidents. It also helps the company follow laws and regulations. For instance, if an organisation follows its hiring policies, it is less likely to face legal problems related to discrimination or unfair treatment (Mathis, 2020).

Another important benefit is that policies and procedures build trust. Employees and customers feel more confident when they know decisions are made based on clear rules, not on random choices. This helps the organisation work better and avoid conflicts.

In conclusion, the application of agreed policies and procedures helps organisations make good decisions that are fair, safe, and legal. It guides people on how to act and supports a positive and trustworthy working environment.

(AC 2.1)

People professionals, like human resource (HR) managers, create value by helping employees grow and feel supported. They provide training and learning opportunities so employees can improve their skills. When workers feel supported and appreciated, they are more motivated and work better. This creates a happy and positive workplace where employees want to stay and do their best (Cascio, 2018). By focusing on employee needs, people professionals help reduce problems such as stress and low motivation.

“How People Professionals Help Organisations and Stakeholders”

People professionals also create value for organisations by making fair rules and clear processes. These help with hiring, managing staff, and solving problems. When the company follows good policies, it runs more smoothly and avoids mistakes or conflicts. Managing employees well means they stay longer and contribute more, which helps the organisation succeed (Paauwe, 2018).

In addition to helping employees and organisations, people professionals support wider stakeholders. These include customers, investors, and the local community. People professionals encourage the organisation to act responsibly by promoting fairness, diversity,

and ethical behaviour. This builds trust and a good reputation, which is important for the organisation's long-term success (Boxall, 2020).

In short, people professionals add value by supporting employees, improving how organisations work, and encouraging responsible business behaviour. Their work benefits the company and everyone connected to it.

(AC 2.2)

Being customer-focused means putting the customer's needs first. In my work, this means listening carefully to what customers want and need. I make sure to respond quickly and politely when customers ask questions or have problems. This helps build trust and makes customers feel valued and happy with the service (Shah et al., 2020).

I also pay attention to feedback from customers. If they suggest improvements, I try to make changes that will make the service better for them. Acting on feedback shows customers that their opinions matter and helps improve their overall experience (Gupta, 2021).

“How to Be Standards-Driven”

Being standards-driven means doing work based on clear rules and quality standards. It means following procedures carefully to make sure the service or product is reliable and safe (ISO, 2018).

In my role, I check my work regularly to make sure I follow all the correct steps. I take responsibility for the quality of my work so that customers and colleagues can trust the service I provide. Following standards helps avoid mistakes and keeps the work consistent and professional (Shah et al., 2020).

In short, being customer-focused and standards-driven means listening to customers, acting on their feedback, and always working carefully according to the rules. This approach helps create better service, happy customers, and a stronger organisation.

Section Two

(AC 1.4)

“Table 1: Turnover Data for Each Department (2020-2023)”

Department	2020 Leavers	2020 Total Employees	2020 % Turnover	2021 Leavers	2021 Total Employees	2021 % Turnover	2022 Leavers	2022 Total Employees	2022 % Turnover	2023 Leavers	2023 Total Employees	2023 % Turnover
Administration	4	22	18.18%	8	20	40%	9	20	45%	2	18	11.11%
Maintenance	5	9	55.56%	3	9	33.33%	3	8	37.50%	1	7	14.29%
Marketing	0	4	0%	0	4	0%	1	4	25%	0	4	0%
Production	70	231	30.30%	32	198	16.16%	38	178	21.35%	29	181	16.02%
People Team	1	6	16.67%	0	6	0%	3	6	50%	2	5	40%
Research & Design	1	4	25%	0	3	0%	0	4	0%	1	4	25%

Sales	19	42	45.2 4%	3	35	8.57 %	0	40	0%	2	45	4.44 %
Packing & Despatc h	21	36	58.3 3%	6	15	40%	8	16	50%	3	15	20%
Finance	2	5	40%	0	4	0%	0	4	0%	0	3	0%

“Table 2: Total Leavers for Each Year (2020-2023)”

Year	Total Leavers
2020	123
2021	52
2022	62
2023	40

“Table 3: Total Employees for Each Year (2020-2023)”

Year	Total Employees
2020	359
2021	294
2022	280
2023	282

“Table 4: Overall Organisation Turnover Rate (2020-2023)”

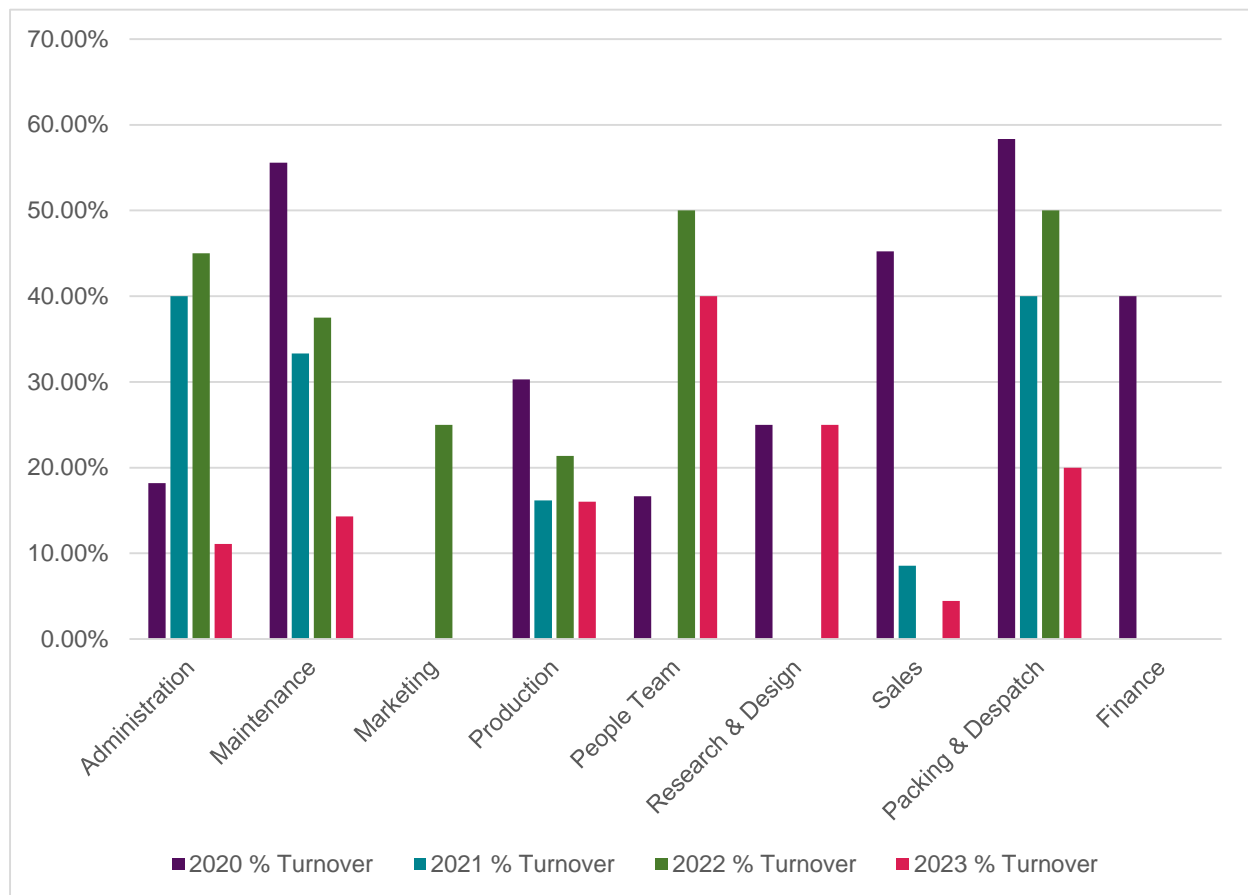
Year	Total Leavers	Total Employees	Turnover Rate (%)
2020	123	559	34.3%
2021	52	294	17.7%
2022	62	280	22.1%
2023	40	282	14.2%

Overall

The table shows how many workers left each department from 2020 to 2023. For example, in 2020, 18 out of 100 workers in the Administration left. In 2021, 40 out of 100 left. Some departments, like Marketing, had years when no workers left. To find how many workers left the whole company, we add all the workers who left from every department. Then, we add all the workers in the company. Next, we divide the number who left by the total number of workers. This gives the percent of workers who left each year.

This number helps the company see if many workers leave or if most stay. If many leave, workers might be unhappy or found new jobs. If few leave, workers like their jobs and want to stay. By checking these numbers every year, the company can see if things are better or worse. This helps the company make the workplace better and keep workers longer.

(AC 1.5)

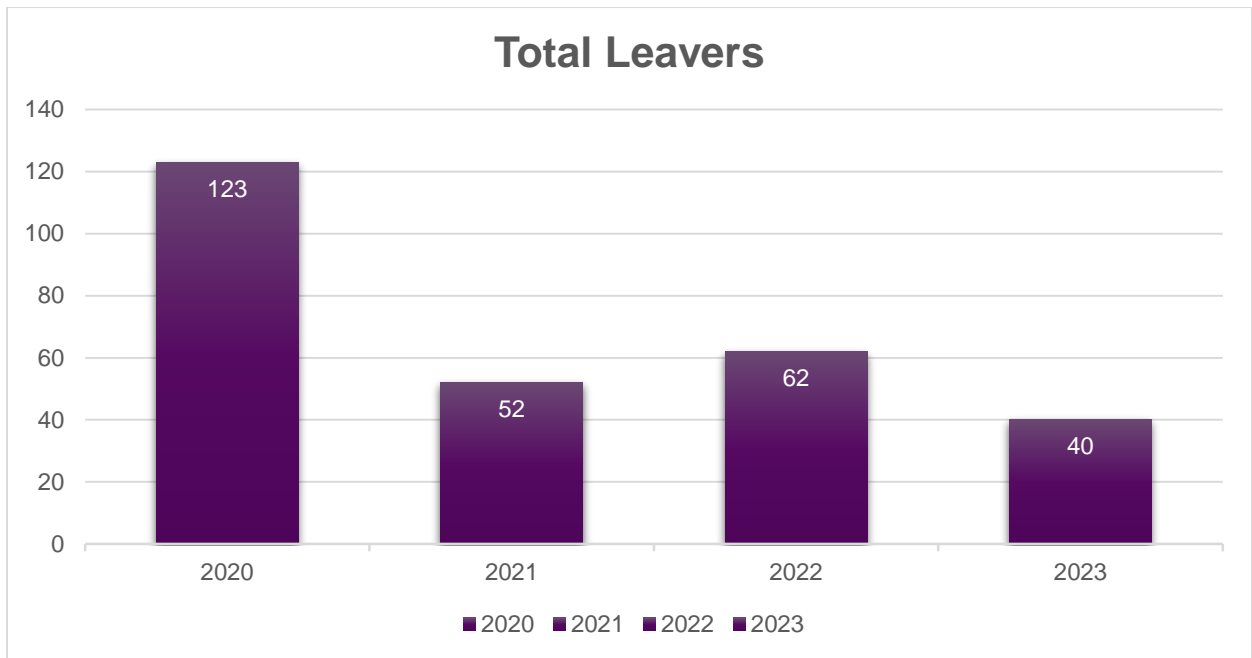


This data shows the percent of workers who left each department from 2020 to 2023. It helps us see which departments lost many workers and which kept most workers.

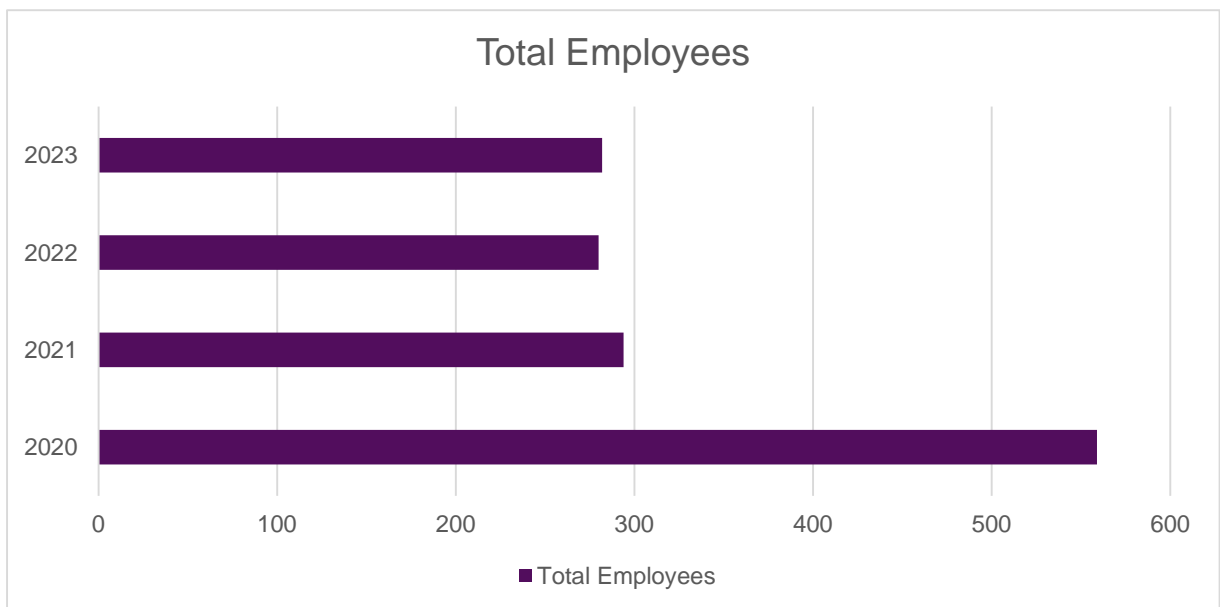
In 2020, Packing and Despatch lost the most workers, 58.33%. It was still high at 50% in 2022 but went down to 20% in 2023. This is better. Maintenance also lost many workers in 2020, 55.56%, but got better by 2023 with only 14.29% leaving.

Some departments, like Marketing and Finance, lost very few workers. This means most workers stayed and were happy. But the People Team lost few workers in 2021. Then, many left in 2022 (50%) and 2023 (40%). This needs to be checked.

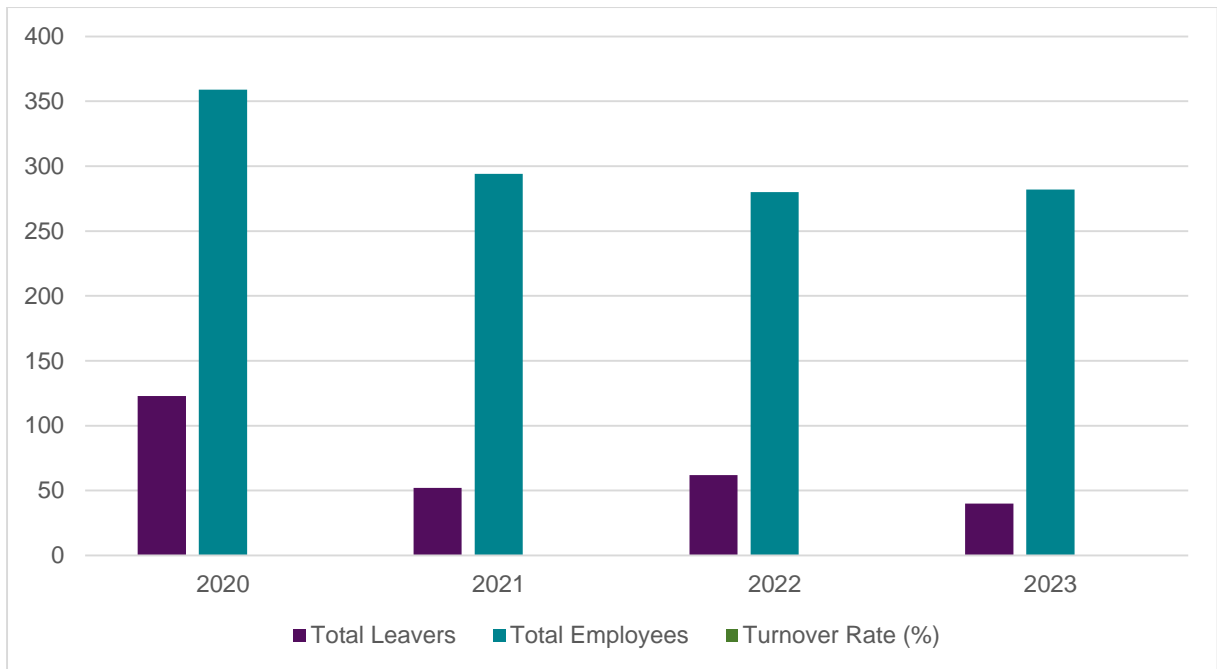
This data helps the company see where there are problems. If many workers leave, it might mean the work is hard or workers are unhappy. If few leave, it means workers like their jobs. The company can use this to make work better for everyone.



The pie chart shows how many workers left the company from 2020 to 2023. Most workers left in 2020. Each year after that, fewer workers left. In 2023, the least number of workers left. This means the company got better at keeping workers happy and they stayed longer. The chart helps us see how the company improved over time.



The bar chart shows how many workers the company had from 2020 to 2023. In 2020, there were 359 workers. This was the highest number. In 2021, the workers went down to 294. In 2022, the number went down again to 280. In 2023, it went up a little to 282. This means the company lost many workers after 2020. But now, it is getting a few workers back.



The bar chart shows how many workers left the company from 2020 to 2023. In 2020, many workers left, 34.3%. In 2021, fewer left, 17.7%. In 2022, more workers left again, 22.1%. In 2023, the smallest number left, 14.2%. This means the company did better at keeping workers in 2023. The chart shows the company is slowly getting better each year.

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