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AC 1.1

Ethical principles are guidelines that help us decide what is right or wrong. In the workplace, they are important because they help us act fairly and treat others with respect. Some common ethical principles include honesty, fairness, equality, and transparency. These principles guide how we interact with colleagues, how we make decisions, and how we solve problems. Without ethical principles, it would be hard to know how to behave in different situations (Su, 2022).

In my job as a teaching assistant, I applied ethical principles like fairness by using the same grading standards for every student's essay, no matter their background or how well I knew them. This kept things honest and helped students trust the feedback they got (Tia et al., 2022).

Professional values are the beliefs and standards we hold in our work. These values shape how we perform our jobs and how we treat others. Key professional values include integrity, which means being honest and fair; respect, which means valuing others; accountability, which means taking responsibility for our actions; and continuous learning, which means always improving and growing. When we live by these values, we help create a positive and fair work environment (Su, 2022).

While working as a TA, I lived by professional values such as accountability, owning up to my grading choices and fixing any mistakes right away when pointed out. It made sure I stayed reliable and supported a fair learning space for everyone (Başoğul et al., 2021).

Example from My Own Experience

When I was a student, I worked as a part-time teaching assistant (TA) in a university programme. My job involved helping grade essays and providing feedback to students. It was important to be fair in grading, as students depended on this feedback to improve.

The professional value I relied on the most in this role was **integrity**. Integrity means being honest and treating people fairly, no matter who they are (Marshman et al., 2021). One of the students I graded was a close friend. When I looked at their essay, I noticed it was not up to the usual standard. The essay had mistakes, and it was rushed. Even though this student was my friend, I knew I had to grade their essay just like I would for anyone else.

I graded the essay honestly, without changing my approach or lowering my standards. I gave clear, constructive feedback on what was good and what needed improvement. I did not give a

higher grade just because the student was my friend. Later, I explained to them that it was important for me to be fair and honest in my grading, even though we were friends. They understood and used the feedback to improve.

This experience taught me how important it is to act with integrity, even in difficult situations. By being honest and fair, I helped the student improve and also maintained trust with others (Marshman et al., 2021).

Why This Matters in People Practice

Ethical behaviour is especially important in people practice roles, like HR or L&D. First, it builds trust between staff and management. Employees feel more confident when they know they will be treated fairly. Second, it supports a positive work culture. When staff feel respected, they are more motivated and engaged in their work (Su, 2022). Third, ethical leadership helps improve performance and results. Studies show that ethical leadership leads to higher employee commitment and better overall results (Ahmed et al., 2023).

At a company like Nuvascare, which values honesty, kindness, and openness, ethical behaviour is essential. By acting ethically, HR and L&D professionals can create a fair and supportive work environment that aligns with the company's values and goals.

Conclusion

~~In summary, ethical principles and professional values guide fairness, honesty, and respect at work. My experience showed how integrity builds trust. At Nuvascare, these values would help create a positive workplace where staff and customers feel valued.~~

AC 1.2

In any job, especially in care services, it is very important to follow laws and regulations. They make sure work is done safely, fairly, and ethically. They also protect people's rights and help build trust. From my past work and study experiences, I can give two examples where I complied with rules and laws: **data protection** and **health and safety**.

1. Following Data Protection Rules

During my university studies, I carried out a small research project on employee well-being. As part of this, I collected information from students and staff through a survey. I knew that I

had to follow **data protection rules** such as the General Data Protection Regulation (GDPR). These rules are in place to make sure personal data is kept safe, used correctly, and not shared without consent (Thompson, 2019).

To follow these rules, I first asked participants for their **informed consent** by explaining clearly what the survey was about and how their answers would be used. I also told them they could stop at any time. I then removed names and personal details to make the data **anonymous**, so no one could be identified. Finally, I kept the information on a password-protected file, which only I and my supervisor could access.

By doing this, I followed GDPR rules and also acted ethically by respecting people's privacy. This showed me how important it is to protect sensitive information, especially in care settings where patients share personal and medical details (Patterson et al., 2021).

2. Following Health and Safety Laws

Another example is from my part-time job in a care facility. Health and safety laws require that both workers and patients are kept safe from risks. This includes infection control, safe use of equipment, and following emergency procedures (Hill, 2022).

I was trained to check that care equipment, like mobility aids, was clean and in good condition. I always followed hygiene rules, such as washing hands before and after supporting patients, to reduce the risk of infections. I also learned what to do in emergencies. For example, if a patient had a fall, I followed the correct reporting steps and got medical help straight away.

By following health and safety rules, I protected patients and supported a safe workplace. This also showed respect for professional values like responsibility and accountability (Williams, 2020).

Conclusion

In conclusion, following laws and regulations is part of being ethical and professional. In my studies, I showed compliance by protecting personal data under GDPR. In my job, I followed health and safety rules to protect patients. Both examples show my commitment to safe, fair, and responsible practice.

AC 2.1

Working well in a team means showing respect, being open, and giving support. A good team listens, shares, and works together to reach goals. At Nuvascare, these behaviours are very important. The people practice team must support each other and always think about employees and customers. I will explain three examples from my own experience that show how I have used these behaviours.

a) Contributing Views and Opinions

In my university studies, I worked on a group project about workplace wellbeing. At the start, the group was unsure about how to begin. Progress was slow (Zheng et al., 2021). I suggested we divide the tasks based on each member's strengths. For example, some were good at writing, others at research, and some at presentations. I also said we should use examples from real organisations to make the project stronger.

By sharing these views, I helped the group become more organised and motivated. Everyone then felt more confident to share their ideas. This showed me that speaking up in a respectful way makes teamwork better and creates stronger results. Research also shows that when people share their opinions, trust grows and team performance improves (Huang et al., 2020).

b) Clarifying Problems or Issues

In my part-time customer service job, I once dealt with an unhappy customer. Their bill had a mistake. At first, my colleagues were not sure what had caused the error. Instead of guessing, I asked clear questions to understand the issue properly (Zheng et al., 2021). I checked the customer's records, explained the error to my supervisor, and then gave a clear explanation to the customer.

This solved the problem quickly and reduced tension. It also showed that I was responsible and professional. Clarifying problems is very important in ethical practice because it means decisions are fair and based on facts (Martins, 2020). From this, I learned that taking time to check details prevents bigger mistakes and helps people feel respected.

c) Working Effectively as Part of a Team

I also gained teamwork experience while volunteering at a local community event. Our small team was responsible for planning activities for families. I supported my teammates by listening to their ideas and finishing my own tasks on time, such as preparing stalls and greeting visitors. When one teammate struggled with their work, I helped by taking on some of their tasks so we could finish together (Zheng et al., 2021).

Because we supported each other, the event was a success and families gave positive feedback. This experience taught me that teamwork needs cooperation, flexibility, and a willingness to help others. Studies also show that effective teamwork depends on trust, collaboration, and shared responsibility (Salas et al., 2018).

Conclusion

In conclusion, I have shown that I can contribute views, clarify problems, and work effectively with others. These behaviours show respect, fairness, and responsibility. I believe these skills will help me work well in Nuvascare's people practice team, where inclusion and support are very important.

AC 2.2

Professional development is very important in the people profession. It helps people professionals stay updated, improve their skills, and adapt to changes at work. The people practice team must keep up to date with employment law, workplace trends, and best practices to support employees properly. I use different methods for professional development, but my two favourite ones are (1) reading professional journals and online articles, and (2) attending webinars and training sessions. Both methods give me useful knowledge that I can apply in practice.

Reading Professional Journals and Online Articles

One of my favourite ways of professional development is reading journals, research papers, and online articles. These resources give me the latest research, workplace updates, and expert opinions about HR and people management (Garavan et al., 2021). I often read about topics like employee wellbeing, flexible working, and diversity and inclusion.

This method is helpful because it keeps me aware of new ideas and best practices. For example, when I read about changes in flexible working laws, I was able to talk about these updates with

my colleagues and think about how they could be added to workplace policies. Academic journals also give me reliable and evidence-based information that supports good decision-making (Kaufman, 2019).

Reading regularly has also helped me improve my critical thinking skills. Instead of simply accepting information, I now compare different authors' views to get a better understanding. Research shows that reading journals and evidence-based materials helps HR professionals improve their knowledge and make stronger workplace decisions (Bratton, 2022). It also ensures that people practice is guided by research instead of habit or outdated traditions.

This method benefits Nuvascare by ensuring I stay informed about the latest HR trends and laws, allowing me to suggest policies that keep the company compliant and competitive. For example, applying research on employee wellbeing can enhance Nuvascare's support programs, boosting staff satisfaction and retention (Sharma & Sharma, 2020).

Attending Webinars and Training Sessions

Another important method I use is attending webinars, workshops, and training sessions. These events are often led by HR experts, lawyers, or people with experience in workplace management. They give me the chance to learn directly from professionals, ask questions, and share ideas with others (Garavan et al., 2021).

For example, I attended a webinar on people analytics and how HR can use data in decision-making. I learned how to track employee turnover, measure wellbeing, and use data to improve recruitment. After the webinar, I shared the insights with my colleagues and suggested ways we could collect employee feedback more effectively.

Webinars also help me build connections with other HR professionals. By talking to them, I hear new perspectives and learn about challenges in other organisations. Studies show that webinars and online training help HR professionals keep learning, stay adaptable, and improve confidence in a fast-changing workplace (Sung, 2019). They also support fair and ethical decision-making (Garavan et al., 2021).

Attending webinars helps Nuvascare by providing practical tools to improve HR processes, like better recruitment or data-driven decisions. Sharing insights from these sessions with the

team can strengthen Nuvascare's people practices, fostering a more engaged and productive workforce (Billett et al., 2020).

Applying Information in Practice

Both reading and attending webinars are useful because they give me knowledge that I can use right away. For example, after reading about wellbeing strategies, I suggested new ideas for employee support services. After attending training sessions, I usually share short notes with my colleagues so the whole team benefits. This way, professional development supports both my personal growth and my team's growth. Research shows that continuous learning improves performance and leads to better organisational results (Clarke, 2018).

Conclusion

~~In conclusion, professional development is a lifelong process. Reading journals and attending webinars are my favourite methods because they keep me updated and give me practical tools. By applying what I learn, I support my team and contribute to strong and effective people practices.~~

AC 2.3

CPD Record

Date	Activity	What I Learned	Reflection (How it Impacted Me)
March 2023	Online Course on Employment Law (CIPD e-learning)	I learned about employee rights, contracts, discrimination laws, and updates to flexible working rights. I also understood how legal compliance supports fairness and reduces disputes.	This course made me more confident in understanding workplace rules and applying them in practice. I contributed to a team discussion about updating policies in line with new legal requirements. It also encouraged me to keep reading about employment law to stay updated.

June 2024 Webinar on Employee Wellbeing and Engagement (ACAS webinar)	on I learned that wellbeing connects to performance, motivation, and retention. I also explored practical ideas like flexible working, mental health support, and promoting healthy work habits.	This activity changed how I view wellbeing at work. I suggested regular manager–staff check-ins to support wellbeing and thought about low-cost actions to improve morale. I realised wellbeing should be supported by everyone, not just HR.
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Overall Reflection

Both of these activities supported my professional development. The **employment law course** gave me strong knowledge of workplace regulations, while the **wellbeing webinar** gave me practical tools for supporting people at work. Recording and reflecting on these activities showed me how important it is to connect learning to real practice.

By applying what I have learned, I have improved my confidence and contributions at work. The activities also helped me see professional development as a continuous process. Reflecting on them reminds me to share my knowledge with others and keep looking for new learning opportunities. This approach helps me grow personally and also supports the success of the people practice team.

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