**CPD Progress Record**

**Chloe Gibbins**

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| **Activity and type of learning: ‘*what you did*’** | **Evidence:**  **‘*how is it recorded*’** | **Learning outcomes:**  **‘*what you learnt*’** | **Competences demonstrated:**  **‘*how you put it into practice*’** | **Time**  **(days or hours)** |
| Recruitment resourcer  Team meeting – discussed the sales cycle in recruitment, barriers and how to overcome objections. | Took notes alongside EPA pack. | I have learnt the keymilestones within the sales cycle, further barriers and how to overcome objections. | Delivered training to recruitment apprentices. | 3 hours |
| Warehousing  Team meeting/training day – discussed warehousing units, training to be delivered and how EPA is carried out. | Took notes alongside EPA pack. Gathered training resources for apprentices. | Learnt key legislation affecting the warehousing industry, environmental impact the industry has and a variety of roles within the industry. | Delivered training to warehouse operative apprentices and used training resources gathered with them. | 7.5 |
| Team leader  Team meeting – looked at changes to team leader qualification. | Took notes alongside new EPA pack. | Learnt about the changes of assessment methods and criteria. | Delivered up to date and accurate guidance to team leader apprentices. | 3 |
| Ofsted  Internal Training session – went over the OFSTED common inspection framework and new formal review feedback templates to be sent to employer and apprentice. | To understand the inspection framework better to understand the need to changes.  To recognise the need for more substantial feedback on progress. | The importance of employer engagement and the need for better quality feedback from both employers and apprentices to accurately gage progression and further training and development needs. | In the training, feedback and support offered to both apprentices and employers throughout the scheme. | 3 |
| All Staff Team Meeting – Recruitment Resourcer – NVQ Certificate  Came together to discuss module content and build understanding of training requirements for knowledge modules. Developed training and assessment resources to standardise. | To understand assessment criteria and develop a plan forward for the training and support of apprentices to develop their knowledge and understanding. | I have learnt more about module content and how to assess understanding/competence more effectively.  I have learnt how to assess further training and development areas and the supporting evidence which can be collected towards knowledge modules. | In the support, advice and guidance offered to apprentices.  In the training delivered towards the recruitment resource qualification. | 5 |
| Working in many estate agents, learnt about legislation relevant to their industry and roles. | Took notes and created resources to support other apprentices. | Learnt about legislation relevant to the industry of Estate agency. | Delivered training to relevant apprentices and used new resources I had created for guidance. | 4 |
| Attended a REC meeting | To learn more about the recruitment industry and what is expected from the standard. | Learnt more about assessment methods and requirements.  Developed understanding of key training areas and how to deliver coaching and mentoring to apprentices. | Shared knowledge with colleagues about what was learnt. Put knowledge into practice when supporting apprentices. | 5 |
| Team Meeting – off the job training and what can be recorded. | To understand requirements for recording OTJT and how hours are recorded.  To develop understanding of what can be considered OTJT and what cannot be included. | I have a better understanding of what activities can be recorded as OTJT and what can’t. | In the advice and guidance given to apprentices and employers.  In the submission of accurate and correct OTJT records. | 4 |
| Mental health awareness course | Certificates | I learnt how to spot signs of mental health in young people, support available, how to speak to them, support I can and cannot give. | Put into practice with two apprentiecs that were suffering from mental health problems. | 6 |
| Team Meeting – changes and improvements to the review process  To improve the review process, in particular to develop understanding of exit reviews and how/when these should be completed. | Supported managers and colleagues to improve review paperwork – reviewed content and what should be included.  Supported managers and colleagues to improve review paperwork – reviewed content and what should be included. | Supported managers and colleagues to improve review paperwork – reviewed content and what should be included.  Supported managers and colleagues to improve review paperwork – reviewed content and what should be included. | In the quality of reviews which are conducted and the information supplied. In the support and guidance given to achievers/leavers. | 4 |
| Team meeting – changes to enrolment paperwork | In the introduction of new paperwork | Learnt how to carry out new enrolment paperwork | Delivered new enrolments with new apprentices. | 3 |
| Team training – qualitative and quantitative research methods | Took notes alongside NVQ and created support resources for apprentices | Furthered knowledge about the differences between them | Delivered training to relevant apprentices and used new resources with them | 4 |
| Customer service – attended customer service webinar to identify the changes | Took notes alongside standard and EPA pack | Developed knowledge of customer service level 2 and 3 changes | Delivered training to relevant apprentices. | 2 |
| Team meeting – went over customer service 3 knowledge, gathered and created resources to support apprentices. | Gathered and created resources, took notes alongside the EPA pack. | Developed knowledge of customer service specialist standard and training to be delivered. | Delivered training to relevant apprentices. | 6 |
| One-2-one with IV to discuss feedback for recruitment area. | On IV feedback form | Learnt types of evidence to gather to back up learner answers and to show the learner has a thorough understanding | Delivered further training to relevant apprentice | 4 |
| Researched unconscious bias | Took notes and created own resource with examples | Furthered knowledge of this topic | Delivered training to apprentices and used resources I had created | 4 |
| Team meeting – discussed business admin changes | Took notes alongside EPA pack | Developed knowledge of changes to admin qualification | Delivered new guidance to relevant learners | 2 |
| Self study – learnt about the roles available within relevant sectors and the best methods of recruiting for various roles and sectors | Took notes and created a resource | Developed knowledge of a variety of roles within various sectors | Delivered training to recruitment apprentices | 6 |
| Team meeting – learnt about new HR standard | Took notes alongside epa pack | Developed knowledge of the standard and training to be delivered | Delivered training to relevant apprentices | 7.5 |
| Self-study – looked more in depth at HR qualification | Took notes, created resources following research | Developed knowledge of the roles within HR, relevant legislation to follow. | Delivered relevant training to HR apprentices | 8 |
| Recruitment Resourcer | Notes and training on EOS new portfolio system where we now have recruitment resourcer and associated content | Developed knowledge of content and how to guide apprentices through the portfolio and assignments set as well as quizzes | Delivered training to apprentices and actively using the new portfolio with apprentices | 36 |
| Recruitment Consultant  Certificate Level 3 | Sales in recruitment  Defining the concept and purpose of sales in the recruitment industry  Factors to qualify recruitment sales opportunities  We looked at analytical tools that are used and how they identify KSPs and USPS.  Role play  Sales cycle | Sales within the recruitment industry and how to qualify sales  Techniques  Decision makers and who is involved in the sales cycle  Feedback in sales and implementing solutions  Obstacles that can be brought forward in the sales environment | Ability to confidently deliver training to recruitment learners both at level 2 and level 3 | 12 |
| EPA | Training on new strategies implemented by our EPA centres | New forms and completing and uploading these  Gateway requirements | EPA submissions completed correctly and in a timely manner | 2 |
| Level 3 Award in Education and Training | Understand the teaching role and responsibilities in education and training  Ways to maintain a safe and supportive learning environment  The relationships between teachers and other professionals in education and training.  Inclusive teaching and learning approaches  Ways to create an inclusive teaching and learning environment  Planning and delivering inclusive teaching and learning  Evaluating the delivery of inclusive teaching and learning  Types and methods of assessment  How to involve learners and others in the assessment process  The role and use of constructive feedback in the assessment process  Requirements for keeping records of assessment | Maintain a safe and supportive learning environment; how to plan, deliver, and evaluate teaching and learning with an inclusive approach; and the types and methods of assessment used in education and training. | Qualified Trainer | 80 |
| Recruitment Consultant  NVQ Diploma Level 3 | Criteria  Discussed the types of databases that employers use to hold candidate information.  Advertising vacancies  Matching candidates  Constructive feedback | Criteria  Discussed the types of databases that employers use to hold candidate information.  Advertising vacancies  Matching candidates  Constructive feedback | Ability to confidently deliver training to recruitment learners both at level 2 and level 3 | 6 |

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| **Date** | **Activity and type of learning: ‘*what you did*’** | **Evidence:**  **‘*how is it recorded*’** | **Learning outcomes:**  **‘*what you learnt*’** | **Competences demonstrated:**  **‘*how you put it into practice*’** |
| 05.06.2023 | Attended recruitment fair alongside apprentices and employers. Learnt more about recruitment fairs. | Diary | I have learnt first hand how recruitment fairs work. | When delivering training on networking methods, I deliver this training with a better understanding. |
| 23.06.2023 | LinkedIn training using LinkedIn tools. Learnt how to use LinkedIn for recruitment networking. | Diary | More advanced functions of LinkedIn for recruitment purposes. | When delivering training on advertising methods to apprentices. |
| 04.07.2023 | Team meeting regarding business fundamentals unit in business admin level 3. | Team meeting/Minutes | Created new resources for apprentices based on changes to the standard, and learnt new leadership styles and project management tools. | Supported me when delivering training to apprentices. |
| 27.07.2023 | Team meeting regarding gateway meetings and review 3. | Team meeting/Minutes | I have learnt how to structure gateway meetings better, and questions to ask at review 3. | I am using this new knowledge when carrying out gateway meetings and final progress reviews. |
| 10.08.2023 | Team meeting – how to use new EPA dashboard. | Team meeting | I have learnt how to use the new EPA dashboard with Highfield. | I am using this new knowledge when submitting/amending/viewing candidate information of their dashboards. |
| 30.08.2023 | Team meeting – epa preparation | Team meeting | I have learnt other ways of preparing apprentices for end point assessment. | I am using this new knowledge to prepare candidates for EPA. |
| 13.09.2023 | One-2-one employer training based on enrolments. | One-2-one feedback | I have learnt additional things to speak to apprentices about during induction, and how to improve the induction process. | I am using this new knowledge to improve the apprentice induction process. |
| 27.09.2023 | Online training course – certificate | Prevent training | Refreshed knowledge of prevent. | Better awareness – pass information on to apprentices about prevent. |
| 03.10.2023 | Online training course – certificate | Mental health training | I have learnt about symptoms of different types of mental health problems. | More awareness – will use this knowledge if I come across mental health problems in students. |
| 25.10.2023 | Online training course – certificate | Healthy relationships. | I have learnt more about healthy relationships. | I will pass this information onto apprentices. |
| 08.11.2023 | One2one training visit to employers premise. | Learning how Boolean searches are carried out. | I have learnt how to physically carry out Boolean searches. | I will pass this information on to apprentices during recruitment training. |
| 22.11.2023 | Team meeting | Learning about technology used in retail. | I have learnt about different types of technology used in retail. | I will pass this onto apprentices during retail training. |
| 06.12.2023 | Self-study | Maths training | I have refreshed my knowledge of some areas of maths, including measure shape and space. | I will pass this onto apprentices during maths training. |
| 13.12.2023 | In person meeting with client | Learning about insurance sector. | I have learnt about laws and regulations that impact the insurance sector and how they are regulated. | I will pass this onto apprentices within this sector. |
| 10.01.2024 | In person meeting with client | Learning about legislation that impacts pharmacys. | I have learnt about legal requirements pharmacies have to adhere to. | I will pass this onto learners that work in pharmacies. |
| 17.01.2024 | Research | Learning about changes to NMW, SSP etc. | I have learnt about employment rights changes. | I will pass this information onto apprentices. |
| 06.02.2024 | Team meeting | Maytas hub Training – learning new eportolfio platform | Learnt about new platform, how to record ofjt. | I will pass this onto apprentices as they will be using the software shortly. |
| 21.02.2024 | Online training course | Course on powerpoint. | Developed better powerpoint skills, learning different functions. | I will pass this onto apprentices. |
| 18.03.2024 | Maytas updates team meeting | Learnt about updates to maytas hub | Better knowledge and skills of how to use Maytas hub | I will use in my daily activities |
| 23.04.2024 | Retail training/Reading SIF |  |  |  |
| 15.04.2024 | Maytas Hub training – how to write reviews | Learnt how to write a review on maytas | Understand how to write a review on maytas | Will use this week when creating reviews. |
| 06.05.2024 | Learnt about consumer duty legislation | How consumer duty impacts the financial sector | Used this to deliver training to apprentices. |  |
| 21.05.2024 | Reading CIF – looked at career planning.  Standardisation – looked at administering billing, invoicing and purchase orders, international and global market in which employing organisations are placed. |  | Will use what I have learnt to support apprentices. |  |