

HR Experience Map

Work through the HR experience map by circling what level you're **currently** at in each area and filling that in on the application form. You may also want to think about what level you'd like to work on in the **next 12 months** and circle that. The Certificate in HR Operations will suit you most if you're mostly at Level 1, with some areas of Level 2 experience.

| Key Responsibility | Level 1 | Level 2 | Level 3 | Level 4 |
|-------------------------------------|--|---|--|---|
| HR Operations | Advised managers & employees on how policies and processes work. Has completed termination, new starts & induction processes. | Advised managers on policy but also how to handle more difficult issues. Has conducted exit interviews. Designed induction processes. Refined HR policies. | Advised CEO & senior managers and advises on complex and difficult issues. Facilitated orientation days. Written HR policies. | Coached CEO and senior leaders through tough times. Designed full HR systems. |
| Recruitment & Resourcing | Has written adverts & put together interview questions for entry level to intermediate roles for at least 20 roles. | Has completed training on recruitment (e.g. Targeted Selection) and has been part of 10+ interview panels. | Has interviewed 50+ times for all levels of roles including management & advised managers on this or set process. | Has recruited exec roles. Has trained other recruiters. Has set a recruitment strategy for a company. |
| Health & Safety | Done base level H&S training. Advised managers on H&S processes. | Participated in H&S Committees. Participated in an accreditation audit. | Been H&S Rep for 3+ years. Run 2+ accreditation processes. | Been H&S Rep for 5+ years and run a H&S programme or strategy for whole company. |
| Learning & Development | Has organised training workshops and coordinated training records. | Has completed Train the Trainer programme. Has run presentations on HR procedures/technical issues. Has conducted TNA. | Has helped design one off workshops & materials. Has co-facilitated for 20+ hours. Has helped with L&D strategy. | Has designed 5+ training programmes. Has developed entire L&D strategy. Have facilitated at least 100 hours of training. |
| HR Planning & Analytics | Has prepared information for HR reports (e.g. turnover, leave reporting). | Helped develop an HR plan for their business unit. Has done analytical or strategic planning training. | Lead an HR strategic planning process. Has done workforce plans for less complex company. | Has designed an effective HR model/strategy for 3+ companies including one large. Developed complex Workforce Plans. |
| Employment Relations | Has completed Employment Law training and has advised managers on basic issues. Has prepared employment agreements from a template. | Has done training on Collective bargaining and disciplinary processes. Has advised managers on basic disciplinary issues & sat in on 5 meetings. Has been part of a bargaining process as support. | Has run 15+ disciplinary processes for various issues. Has responded to a PG. Has been part of 3+ Collective Bargaining's. Has rewritten employment agreements. | Completed 5+ settlements. Has responded to 5+ PG's and attended mediation 2+ times. Has led 3+ Collective Bargaining processes. Written exec clauses in IEA. |
| Rem & Benefits | Has administered incentive schemes (e.g. checking data, preparing letters). Has helped with inputting data into salary surveys. | Designed incentive schemes. Completed salary surveys & advised managers on process. | Trained on doing job sizing and has implemented a remuneration system. | Created a remuneration and benefits strategy to address retention, motivation, performance measures etc. |
| Driving Performance | Attended training. Advised managers on performance review process. Assisted with training on performance reviews | Written KPI's or KRA's with managers for intermediate level roles, running calibration sessions running sessions on having performance reviews | Written KPI's for senior roles, running senior level calibration and coaching managers on issues | Designed or refined entire performance review systems. |
| Managing Change | Assisted with redundancy paperwork and advising managers on the process. Has completed restructuring training. | Has managed 5+ small scale redundancy processes (<10 ee's) or small change processes. Managed outplacement support | Managed 5+ large scale or complex redundancy processes (40+ ee's). | Planned and managed 3+ large scale change projects (e.g. new system, culture change) |