



Cork Institute of Technology

Learning Portfolio Application

Submitted for Assessment of Prior Learning by -

Name	Mary Smith	Student no R00123123	
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E-mail	Mary,smith@gmail.com		
Module	CMOD6001 CIT module		
Course	BA in HRM	Stage	1
Department	Organisational and Professional Development		

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Please delete sections which are not required in the CV

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A. Curriculum Vitae and Job Description

1. Employment

1.1 Current Post

Administrator, XXXX College of Further Education

Job Title	Administrator
Who do you report to?	Board of Management
Company	XXX College of Further Education
Address	Midleton Co. Cork

Responsibilities of the current post

April 2012 – Present Day

Responsibilities of current post

- Contribute to the administrative function of the college
- Maintain ‘front of house’ and general reception area of the college
- Support teaching staff with their administrative needs
- Manage the communications of the college with the students and their parents
- Setting timetables for class and examinations
- Process invoices ensuring they are processed in a timely and accurate manner.
- Dealing with queries from external vendors regarding payments, statements and resolving any issues that may arise.
- Liaising with colleagues across various departments to resolve any issues.
- Report to Board of Management regularly
- Manage the student record system
- Support fundraising initiatives when they are held
- Liaise with parents committee to provide administrative support.

1. Employment

1.2 Previous Relevant Employment

Administrator Researcher for XXXX Hotel Group

Duration – From	2005	To	2012
Job Title	Administrator Researcher		
Company	XXXX Hotel Group		
Address	23 South George Street Dublin 3		

January 2010 – March 2015

Responsibilities of current post

- Research the needs of visiting groups for xxx Hotel Group
- Liaise with the network of staff in the XXX Hotel Group to deliver on the bespoke arrangements for groups
- Provision of detailed schedules for local visiting tours and sourcing of relevant information such as travel, bus connections, trains.
- Support the administrative function of the Hotel Group
- Research and marketing function
- Attendance at Trade fairs and symposia to promote the Hotel Group.

For prior experiential learning or combined cases

2. Education

2.2 Training

This includes attendance on external courses (e.g. City & Guilds, IMI, etc.) and on other internal training courses completed in the workplace.

Training

Provider Work Force Solutions
Accrediting Body Various; (1 and 2 day courses)
Location of Training Cork

Name of Course	Date Attended From - To
Disc Communication Techniques	2018
Respectful Workplace Work Shop	2017
Strategic Leadership Program	2017
Time & Stress Management Training	2016
Office Ergonomics & VDU Assessor	2015

. Education

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3. Relevant Additional Information

3.1 Voluntary Work and/or Leisure Activities

- I am an active member of the Tidy Towns and support their activities on an ongoing basis.
- I play camogie with my local team in Midleton, and benefit greatly from the training, participating at local matches and other summer fixtures.

For prior experiential learning or combined cases

B. Learning Achieved

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Basis of application

Please fill in the module and stage for which this portfolio is being prepared for assessment.

Module MRKT6012 Communication for Business
Stage 1
Course BA in HRM

State the basis for exemption.

[Please tick relevant box(s)]

Prior Academic Learning

If ticked, please complete section 1.

Prior Work-based Learning

If ticked, please complete section 2.

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Case presented against the learning outcomes

In this section you are asked to compare your learning achieved to the Learning Outcomes of the subject in question. Please verify that you have the most current version of the Learning Outcomes (these are subject to regular update).

Learning Outcome 1

Successfully practise written communication.

Learning Achieved

I would think that both written and verbal communication are core business skills. I have over my 15 year career successfully communicated in writing with many diverse clients. I have worked in administration for both a multinational hotel chain and a College of Further Education. I would think that written communication is one of my key strengths.

My business communication style is clear and brief, I make sure that my message is to the point.

Across the span of my career, written communications are some of the foundational outputs of my practice. I am including some examples below.

Information sheet for visiting groups

I have had the opportunities to research particular needs for visiting groups when working in the Hotel. These groups travelled from all over the world, and supporting these customers was an important service that the hotel valued. Providing tailored information to the groups gave them a local list of tourist attractions to visit, and information on the location and times of the bus routes. This information had to be set out in a clear and easy to understand manner. I am attaching one of these information sheets as evidence to support this learning outcome (**Attachment 1**).

End of year reports

In my present role we prepare end of year reports for the Board of Management. I prepare these reports in a classic business style, and would use the following structure:

1. Title
2. Table of contents
3. Executive summary
4. Introduction
5. Body of report, which provides details of the major outputs achieved in the year, the

graduates, achievements, fundraisers, new appointments, retirees, building work and upgrades, and a summary of the accounts.

6. Conclusion

7. References

The language used is formal, and the narrative text is to the point, without elaboration. I set out the report in a text font called Times New Roman, size 12 with spacing and a half, and mirrored margins. Figures, Tables and associated legends were presented in size 10 font. The references are done to Harvard referencing conventions (see **Attachment 2**).

Email communication

Throughout my career I take care to create emails and documents in a logical, clear manner. It is important that the written word can be clearly understood.

First I choose a clear subject line, when creating an e-mail. It is important that this signals what is to follow in the email text. I maintain a professional tone with the language that I use in the email text itself. I ensure that my message is concise and to the point. If I have a question to ask, I make sure it is direct and easy to understand. I take care to keep the tone polite and courteous and I avoid using excessive jargon. I believe that once there is a clear message, the email will be effective.

Before hitting the 'send' button, I always read the email once more, this provides me with the opportunity for last minute corrections, and ensures the message is correct. I am including an example of an email to support this learning outcome (Attachment 3).

Attachment 1; Information page for visiting groups

Attachment 2; Synopsis of End of Year Report

Attachment 3; Example of an email

Learning Outcome 2

Develop and deliver effective presentations

Learning Achieved

To develop and deliver effective presentations to an audience takes skill and practice. The first thing is to decide the message that you want to get across. Taking a bit of time initially to set out the key message is important, this can be done by using a white board or by mind mapping.

There are several ways to deliver a presentation, one of the most popular is with the aid of powerpoint slides. I think it is important to keep presentations as simple as possible to get the key message across. Powerpoint slides are very effective when images or pictures are used to convey a message. I aim to present clear slides with as little text as possible. The slide is there to support my message. I often use stories to relay a message, I find that this works very effectively, and often has more impact than bullet points or text.

Apart from the slides, there are other factors that make a great presentation. I have to think about the setting and the audience. I would consider if it is reasonably formal or not? It is important to think about what the audiences' needs are. If I'm presenting to my colleagues for example, I won't have as much detail as I would if I were presenting to senior management. Both levels require a different approach. Other factors to take into account are the pace of delivery, body language and dress-code, all of which must be suitable. I make sure that my preparations takes these factors into account.

Story telling is effective in a presentation. As humans we listen to stories naturally, they can help to keep the audience's attention and to explain an idea. Also allowing the audience to interact with you helps with how the presentation is received. I like to ask an open question, to put an idea across, and to invite the audience to get involved.

If I come across negativity during a presentation, one of the approaches I take is to involve the participant. I ask them their point of view, and then help them to understand the key message that I am conveying. Sometimes other people in the audience get involved. I would see this as a positive development. However, it is also important to maintain order in the presentation. There is a fine line between encouraging audience participation, including those with alternative opinions, and delivering an effective presentation in an authoritative way. I will pause, and ask for the audiences' attention, before proceeding again to complete the presentation.

For prior experiential learning or combined cases

I was given the opportunity to present to our Board of Management as a result of my involvement with the project to migrate the student files onto the Banner system. I put together an outline of the key information that informed our decision to procure the system that we chose. **Attachment 4** shows some of this presentation. On the day I was able to outline background of the system, and show the Board how we adopted it for our own use. I outlined some of the key features that will support our student record management in the coming years.

Attachment 4; Presentation slide sample

Learning Outcome 3

Confidently apply Harvard Referencing and self-evaluate work for plagiarism using an online tool.

Learning Achieved

In my day to day role, I often have to write reports for the Board of Management, depending on the task and time of year. We do an annual end of year report in addition to smaller, more focused reports. All of our reports would have a reference and use the Harvard referencing system. In addition, I would run each report through an anti-plagerism software system.

Harvard Referencing

The Harvard referencing system is internationally used and well accepted. For example, to cite a textbook as a source, I would set out the following;

Compiler(s) name, initial(s) comp(s). (year of publication) *Title of book: subtitle* [if any], ed. [if not 1st edition], Place of Publication: Publisher.

To cite a journal article as a source I would set out the text as follows;

Author(s) name, initial(s). (year of publication) 'Title of article', *Title of Journal*, Volume(Issue number), [or] date/month of publication [in the absence of volume and issue], page number(s)[or ID number if e-only journal], available: doi/web address [if e-journal] [accessed date if e-journal but no DOI].

I am attaching an excerpt of references that I created to evidence this learning outcome (**Attachment 5**).

Anti plagiarism software

Anti plagiarism software is widely available and relatively straightforward to use. One of the freely available ones is Grammerly. It is good practice to run any report through such software to detect if plagiarism has occurred. With Grammerly, you just upload the document, and it runs through a check. There are other anti-plagerism systems too, CIT Canvas has a plagerism check. When assignments are uploaded through this system it can see if there is any duplicate content.

Attachment 5; Example of referencing at the end of report

Attachment 6; Screengrab of Grammerly anti-plagerism systems

Learning Outcome 4

Develop networking strategies for personal and professional development.

Learning Achieved

Networking is a natural part of the human experience in my opinion. Everyone makes connections with others, whether through participation with their teammates if they are involved in sporting activities or as a result of connections made through hobbies and leisure interests, such as cycling and swimming. Networking strategies take a more organised approach to developing a broader network of friends and acquaintances. Employing such a strategy is useful if you have moved to a different country or area, or if you wish to re-connect with college friends after a period of time. This can be beneficial for both personal and professional development.

Personal development

There are many useful approaches to help us to reach out and make a connection. The various platforms on social media have revolutionised networking; Facebook, Twitter, WhatsApp and Instagram are widely used to connect with friends and family around the world.

Attachment 7; Facebook screengrab

Professional development

I have been networking professionally for the last 15 years. As an administrator, I need to interact smoothly with my colleagues in the office, and with the other teachers in the college. In addition, we have to manage-up to the Board of Management in terms of reporting on activity and spending on a regular basis. Our normal interactions are pleasant and informal. We are task focused in the college and strive to deliver efficient administrative support for all, both staff and the students too.

Before starting my current role, I worked with a large hotel chain. This was a different working environment to my present role. I needed to build relationships with a variety of colleagues from many different cultures and nationalities. This experience gave me a keen appreciation for the many personalities and cultural backgrounds that we have in this world, and to appreciate them. Indeed it was very insightful to see how a task may be carried out in another setting belonging to the Hotel.

Initially, the training programme for new employees that I undertook, allowed me to physically meet other staff who were commencing their employment with the hotel. We kept in contact in the months and years that followed. Once in place as an employee, the Duty Manager

For prior experiential learning or combined cases

introduced me to my immediate team of administrators and researchers. When the formal introductions were completed, I adopted an informal networking approach on a day-to-day basis. I learned the benefits of professional courtesy, and good teamwork and have since adopted these strategies as part of my professional identity. I am including a reference from my Duty Manager as evidence for this learning outcome (**Attachment 8**).

When seeking employment, I found the use of LinkedIn, the online networking platform was invaluable. I reached out to many recruiters and hiring managers looking for information on potential roles. I was very proactive with following leads up. I have over 500 connections on LinkedIn (**Attachment 9**).

Apart from online platforms, taking time to regularly network with my immediate colleagues has proven to be a very beneficial approach. I would regularly ensure that I make time for a coffee or go to lunch with my team mates. This gives us an opportunity to build a rapport and develop a professional working relationship. I think it is important to talk to people each day, to see how they are working and enquire if I can help in any way. Sometimes, it is with another persons' input that I can see a solution to a problem, or maybe they have an approach that is more straightforward. It is always good to talk things over. This approach keeps a solid working relationship going. I believe that it takes time and practice to nurture and develop professional relationships.

Attachment 7; Facebook screengrab

Attachment 8; Reference from XXXXXX Hotel Group

Attachment 9; LinkedIn profile

Learning Outcome 5

Conduct and participate in business meetings in a professional manner.

Learning Achieved

Business meetings are a key aspect of delivering on my role as administrator of XXXXXXXX Further Education College. I conduct and participate in business meetings every day in my working life (**Attachment 10**). If you are acting to chair the meeting, there is more responsibility and preparation to complete. Regardless, there are responsibilities too as a participant.

To chair a business meeting

I would take a professional approach with each business meeting. This would include;

1. Sending invites through the Outlook calendar
2. Preparation of agenda
3. If chairing the meeting, I would initiate proceedings, and generally host the meeting according to the agenda.
4. Being prepared and knowledgeable about the key items on the agenda
5. Starting and finishing the meeting on time
6. Suitable attire
7. Respond appropriately to all input
8. Arrange for the minutes to be recorded and the main action items noted. Assign a person to each task.
9. Allow all participants to have an input.
10. Listen to the issues on the agenda, and contribute where possible
11. Allow for Any Other Business to complete the meeting

As a participant in a meeting

To participate in a business meeting, I would ensure that I came prepared and with any items that were requested previously completed by me. It is important to be on time, and to interact with the other participants in a courteous manner. In general, a meeting tends to follow the order of business as set out by the meeting chair. It is important to allow ebb and flow between each of the speakers in the group, and not to dominate in any way.

Attachment 10; Extract of meeting minutes from recent meeting.

C. Portfolio Inventory

List the evidence included in this portfolio. Then carefully scan the evidence to this section. Original transcripts must be presented before assessment.

|<----- For Office Use Only---->|

Description of Item Submitted	Date Original Seen	Verified by
Learning outcome 1		
Attachment 1; Information page for visiting groups		
Attachment 2; Synopsis of End of Year Report		
Attachment 3; Example of an email		
Learning outcome 2		
Attachment 4; Presentation slide sample		
Learning outcome 3		
Attachment 5; Example of referencing at the end of report		
Attachment 6; Screenshot of Grammarly anti-plagiarism systems		
Learning outcome 4		
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Attachment 8; Reference from XXXXXX Hotel Group		
Attachment 9; LinkedIn profile		
Learning outcome 5		
Attachment 10; Extract of meeting minutes from recent meeting.		

For prior experiential learning or combined cases

D. Appendix

Attachment 1

Attachment 1; Extract from information leaflet for visiting groups



The image shows a promotional graphic for visiting groups in Cork, Ireland. It features three categories: 'Explore culture', 'Explore food', and 'Explore fun'. Each category is represented by a small image above a blue button. The 'Explore culture' button is above an image of people sitting on a rocky shore near a castle. The 'Explore food' button is above an image of chocolate chip cookies. The 'Explore fun' button is above an image of a scenic landscape with a lake and mountains. Below these buttons is a red box containing contact information.

Explore culture

Explore food

Explore fun

Telephone: +353-21-4255100
Email: corktio@failteireland.ie
Web: www.discoverireland.ie/cork
Facebook: www.facebook.com/Discovercork

For prior experiential learning or combined cases

Attachment 2; End of Year Report (cover and table of contents)

END OF YEAR REPORT

 College of Further Education



December 2019

Table of Contents

Executive Summary.....	2
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Fundraisers.....	9
New appointments.....	10
Retirees.....	12
Repairs undertaken.....	14
Summary of accounts.....	15
Conclusion.....	18
References.....	20

Attachment 3; Example of an email

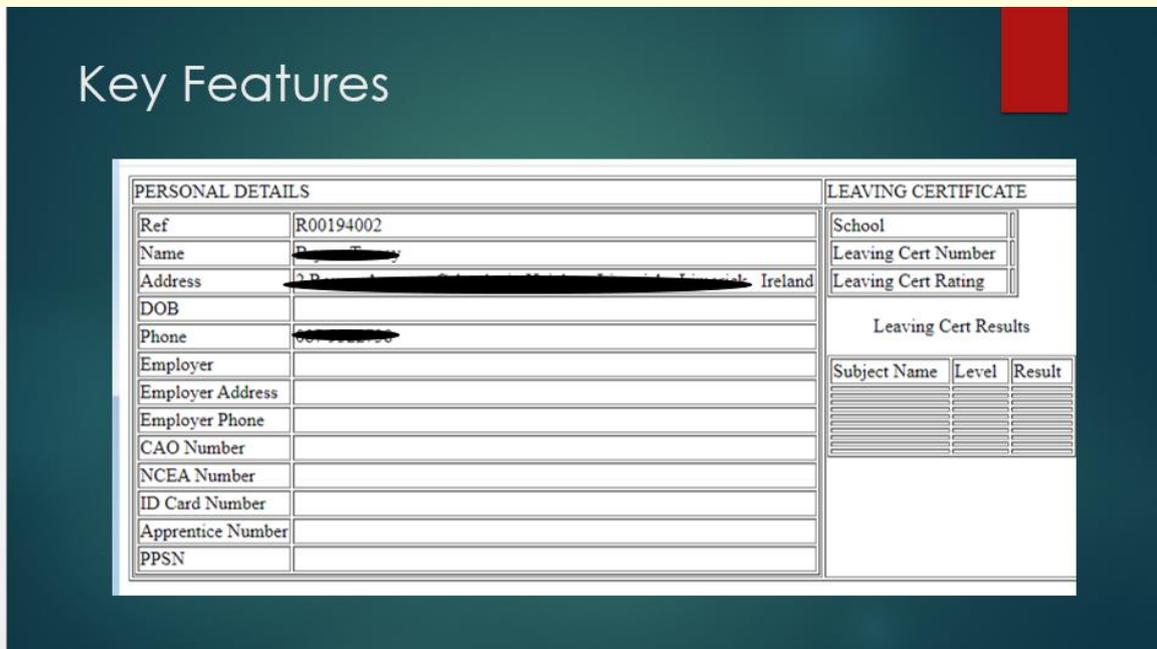
Meeting to set up the examination timetable

Colleagues,

We are meeting on Wednesday the 14th of February to finalize the examination timetable for the summer term. The time is 10 am and the venue is the Staff Meeting Room. This meeting will be an hour's duration. Please let me know if you can attend.

Best wishes, Mary.

Attachment 4; Presentation slide sample

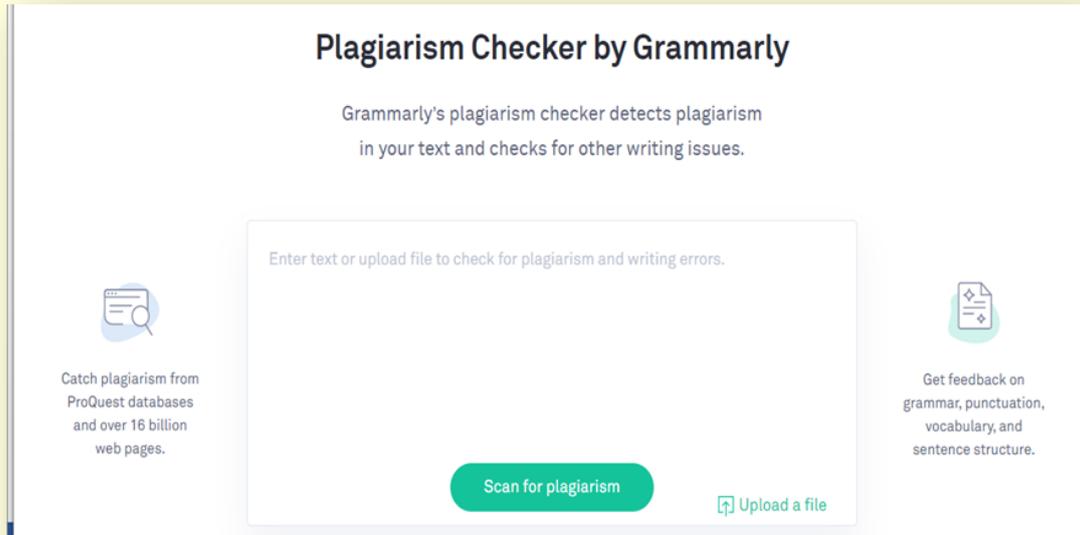


Attachment 5; Example of referencing at the end of report

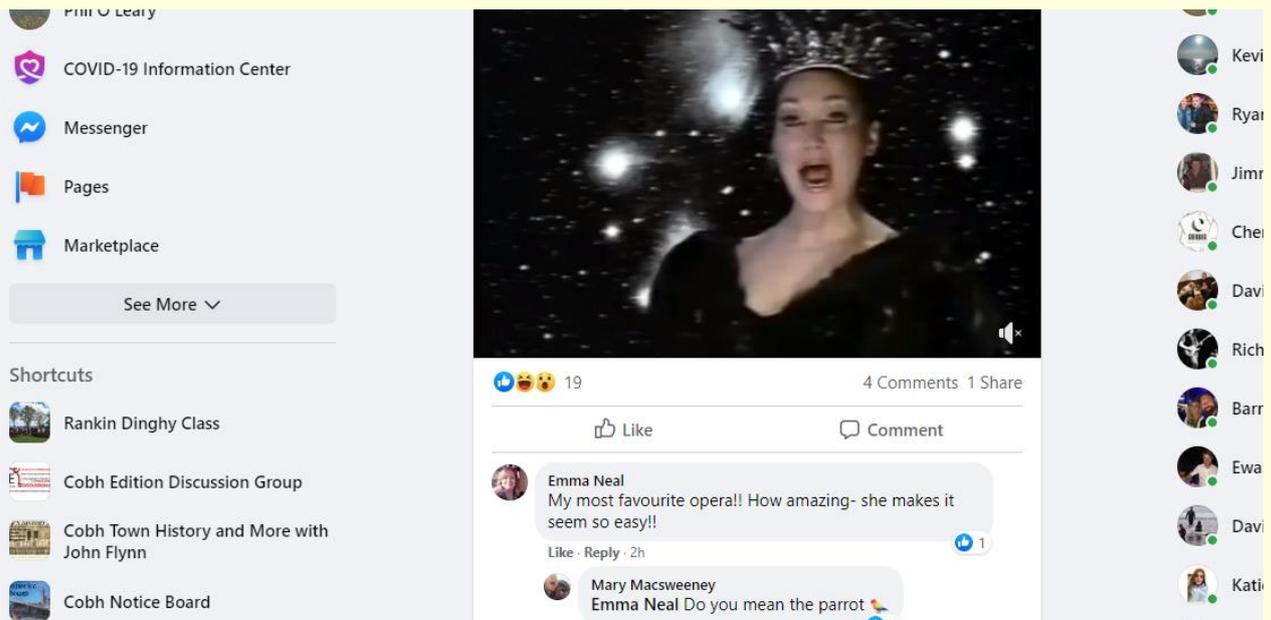
References

- Appleby, M.M., 2013. The Nature of Practitioner Research: Critical distance, power and ethics. *Practitioner Research in Higher Education*, 7(1), 11-21.
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- Bakhtin, M. M. (1986) *Speech genres and other late essays*, Austin, Tx, University of Texas Press.
- Bhaskar, R. (1989) *Reclaiming Reality*. London: Verso.
- Billings, M. S. and Terkla, D. G. (2014) The Impact of the Campus Culture on Students' Civic Activities, Values, and Beliefs. *New Directions for Institutional Research*, 162, 43-53.
- Birks, M. and Mills, J. (2015) *Grounded Theory; A practical guide*. London: Sage.
- Bjornavold, J. and Coles, M. (2008) Governing Education and Training; the case of qualifications frameworks. *European journal of vocational training* No 42, 203-235.
- Birks, M. and Mills, J. (2015). *Grounded Theory; A practical guide*. London: Sage.
- Birkenholz, R. J. (1999) *Effective adult learning*. Danville, IL: Interstate Publishers, Inc.

Attachment 6; Screenshot of Grammarly anti-plagiarism systems



Attachment 7; Facebook screenshot



Attachment 8; Reference from XXXXXX Hotel Group



February 2015

TO WHOM IT CONCERNS

Mary Smith has been an employee here in XXXXXX Hotel Group for the past 8 years. She has been a pleasure to work with, bringing her attention to detail to each project. Her communication and people skills are excellent, and she has some very innovative ideas.

I can highly recommend her for the opportunity that you have available. It is a very similar one to the position that she holds here and she is well suited to the challenge that it will provide. Mary is a talented young woman and everyone here wishes her the very best with her move.

If you need any further information, please contact me.

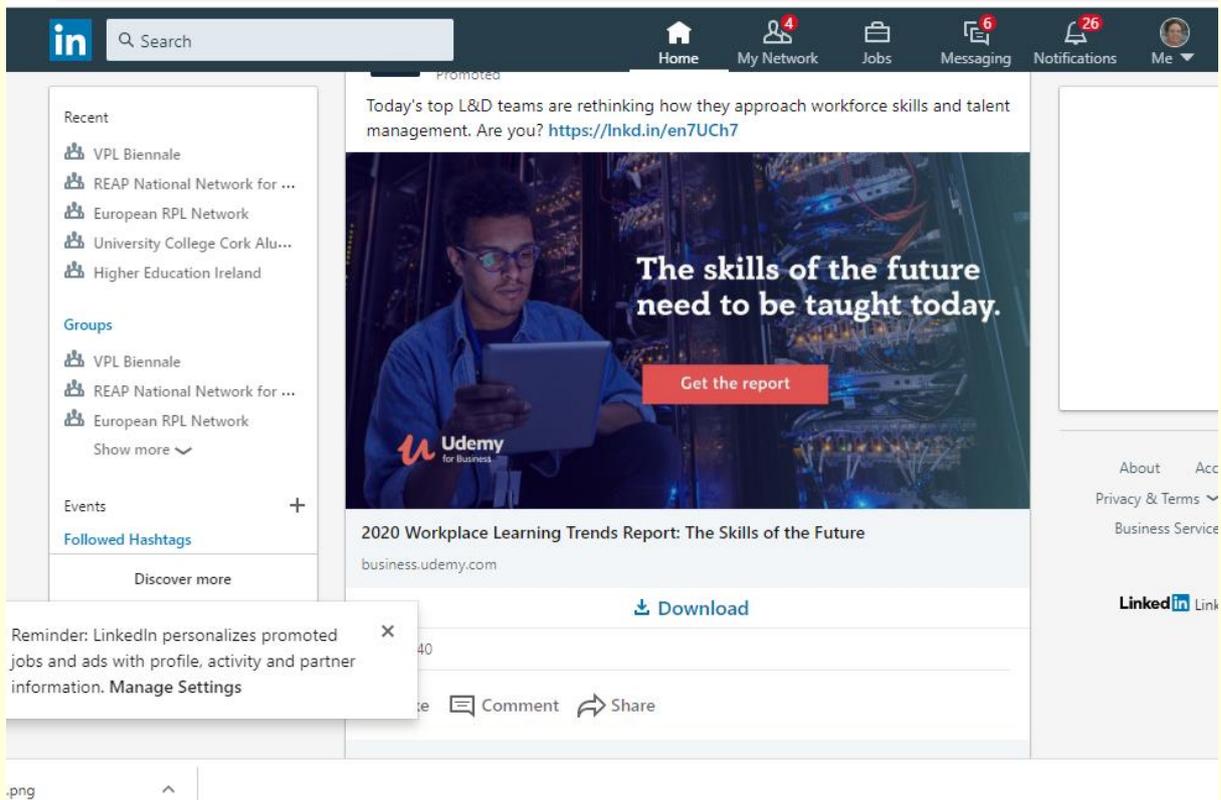
Yours sincerely,

A handwritten signature in black ink, appearing to read "Beth Johnson", written over a horizontal line.

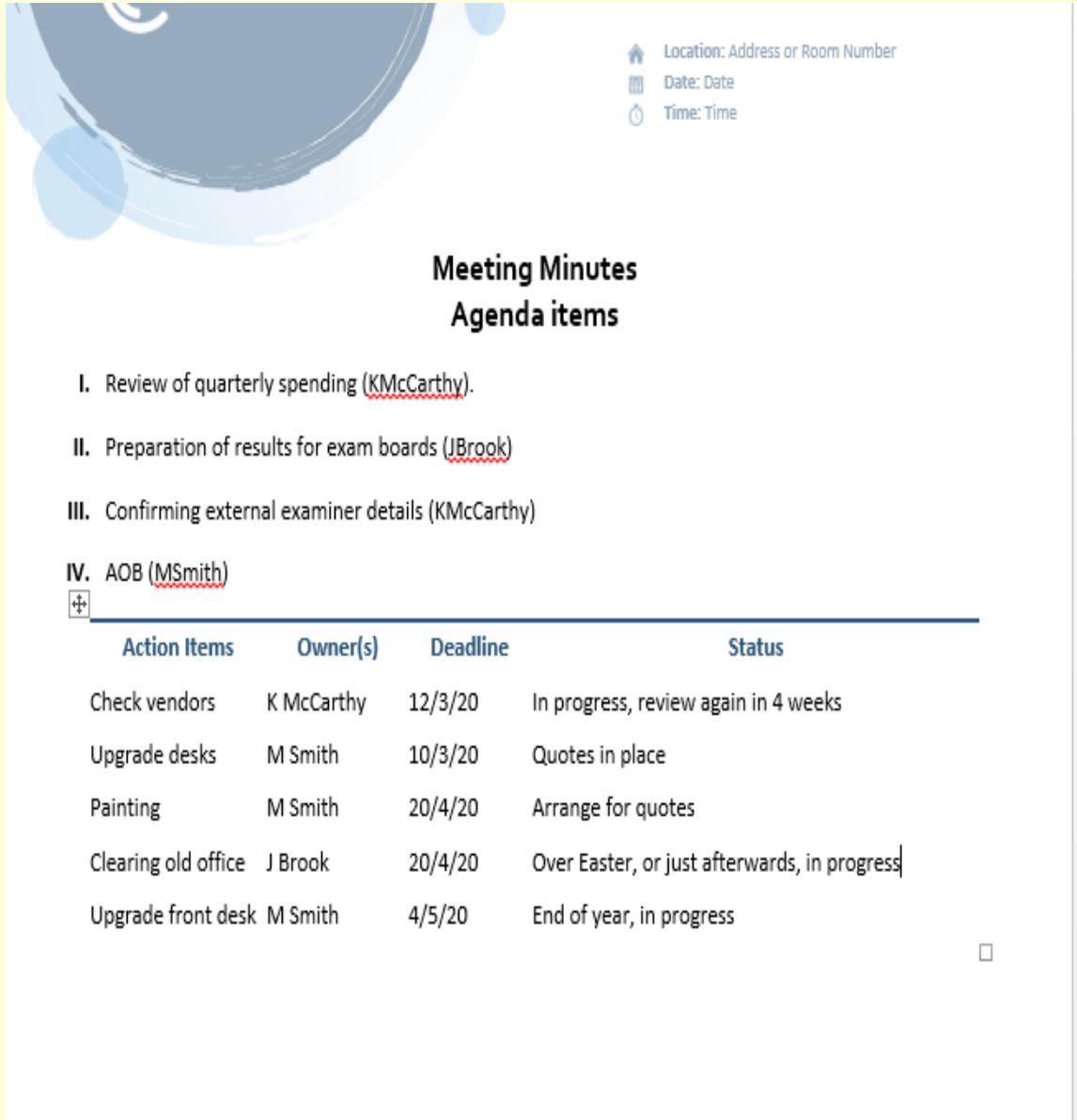
Beth Johnson

VP XXXX Hotel Group

Attachment 9; LinkedIn profile



Attachment 10; Extract of meeting minutes from recent meeting



The image shows a document titled "Meeting Minutes Agenda items". At the top right, there are three fields: "Location: Address or Room Number", "Date: Date", and "Time: Time", each with a corresponding icon. The main content is a list of agenda items:

- I. Review of quarterly spending (KMcCarthy).
- II. Preparation of results for exam boards (JBrook)
- III. Confirming external examiner details (KMcCarthy)
- IV. AOB (MSmith)

Below the list is a table with the following columns: Action Items, Owner(s), Deadline, and Status. The table contains five rows of data:

Action Items	Owner(s)	Deadline	Status
Check vendors	K McCarthy	12/3/20	In progress, review again in 4 weeks
Upgrade desks	M Smith	10/3/20	Quotes in place
Painting	M Smith	20/4/20	Arrange for quotes
Clearing old office	J Brook	20/4/20	Over Easter, or just afterwards, in progress
Upgrade front desk	M Smith	4/5/20	End of year, in progress

At the bottom right of the table area, there is a small square icon.

Declaration

Name Mary Smith
Address 3 Bond Street, Midleton

Home Telephone 098 3730567
No.

I wish to claim credit/ exemption based on my prior learning in respect of the module listed below. I submit claim documentation in accordance with the college's requirements. I accept that any advice or instruction given to me by the college or its staff in preparing the claim does not confer any entitlement to credit/ exemption in respect of the subject listed below.

- I Declare that I have registered for the module listed below in the current academic semester
- I enclose my Learning Portfolio
- I certify that all information submitted with this claim is an accurate description of my relevant learning to date.

Module for which exemption is being claimed

MRKT6012 Communications for Business

Course and Stage **BA in HRM, stage 1**

Signed *Mary Smith*

Date *15-3-20*

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