Essentials Of People Practice

[Name of Student]

[Name of Institute]

[Date]

**TASK ONE – WRITTEN ADVICE (RECRUITMENT AND SELECTION)**

**(AC1.1)**

They are helping Clean Quarter Ltd. recruit and select three sales staff. This task method is extensively summarized here.

**Employee Lifecycle Stages:**

1. *Recruitment and Selection:* The recruitment and selection process identifies, attracts, and selects top job candidates (Yusoff et al., 2020). Jaspreet and Caroline use my assistance to create job descriptions, person requirements, and recruitment methods that match their company's values.
2. *Onboarding and Induction:* Onboarding candidates are crucial. Create a comprehensive onboarding program to educate new employees on the company's conventions, norms, and processes.
3. *Performance Management:* Performance management, which involves evaluating and establishing employee objectives, is the third level. Having the ability to assist others who have created objectives, track the progress of their journey or simply overcome stumbling blocks is advantageous.
4. *Development and Training:* A learnt skill that impacts employees' professional development is a top-quality educational and training provision (Suharti and Sugiarto, 2020). Women in this organization are mentored and trained, and their professional development is enhanced, which helps in engaging more employees and promotes their personal development.
5. *Retention and Exit:* Employees' longevity is a necessity of business prosperity. Such interviews involve exit interviews and rewards for good skills and salute the achievement of good results.

**Recruitment and Selection for Clean Quarter Ltd:**

1. *Job Description and Person Specification:* Personal Specification: Helping People Write Job Descriptions (the Complete Set of Tasks, Duties or Skills). Employers must reveal all the details that job seekers can get (Halid et al., 2024). In making your selection criteria, detect important attributes specifying a candidate's job experience and academic degree.
2. *Recruitment Methods:* Social media marketing, networking, and online jobs are the other recruitment means (Yusoff et al., 2020). This activity will ensure that as the environmentally friendly clients swirl to this café, the flow of their wallets will also swirl.
3. *Selection Methods:* Scenario-based testing, skills exams, and structured interviews are used to choose qualified candidates for sales assistant employment.
4. *Record Keeping:* Correctly documenting selection and recruitment practices is essential for future reference and compliance (Tordera et al., 2020).

To help Jaspreet and Caroline launch their professions by paying attention to these issues.

**(AC 1.2)**

**Purpose of Job Description and Person Specification:**

1. *Job Description:* Before reading a job description, know the anticipated outcomes, obligations, and responsibilities (Halid et al., 2024). Employers and employees should outline everything from required skills and experience to working conditions and reporting relationships.
2. *Person Specification:* This document lists job requirements, qualifications, work experience, character qualities, and skills (Jashari and Kutllovci, 2020)—a clear description of the required traits aids in selecting the top candidates.

**Key Content of Job Description and Person Specification:**

1. *Job Description Content:* A job description usually includes the Case Department, reporting structure, job tasks, training, experience, skills, working conditions, and other pertinent information.
2. *Person Specification Content:* Self-evaluation includes the required skills, experience, and qualities candidates should have. Among the soft skills necessary to succeed in the job market, communication, problem-solving, and teamwork play a critical role (Jashari and Kutllovci, 2020).

**Role of Job Analysis in Developing Job Description and Person Specification:**

1. *Job Analysis:* Initially, identifying the job duties, requirements, activities, and responsibilities that a role requires is the first step to getting a job analysis (Abdalla Hamza et al., 2021). Organizations use a job evaluation to establish a place's functions, skills and responsibilities required for that position.
2. *Impact on Job Description:* Role implications Job analyses help the company to get their duties and responsibilities correctly interpreted, and written down. This strategy help to develop job description that matches with the candidate’s skills and sets the same standard for candidates and employees.
3. *Impact on Person Specification:* Job analysis serves for the purpose of declaring the needed skills, attributes, and the necessary qualities that will probably help a job holder succeed in the job (Abbasi et al., 2022). The company can now separate a job-critical and a trivial checklist by using this technique.

Organizational tools, namely job evaluation and individual requirement documentation, that are comprehensive and detailed may do so accurately and precisely as they can favor selection, recruitment, and performance management processes.

**(AC 1.3)**

For the sales assistant positions, Jaspreet and Caroline from Clean Quarter Ltd. have chosen two recruitment methods that suit their requirements and the job:

**Online Job Portals and Social Media Platforms:**

1. *Appropriateness:* LinkedIn; Indeed, and the job engines within industries are the channels through which vacancies are searched and candidates identified. Instagram, Twitter, and Facebook enable them hone in on candidates who are exactly the ones they are looking for (Tordera et al., 2020). The applicants are usually seeking more fulfilling work.
2. *Advantages:* Detailed job posts should be created, containing the grew talent standards and the staff expectations so to attract overseas talents. Besides, selecting from the pool of job seekers by factors such as experience, abilities and geography increases the talent pool.
3. *Cost-Effectiveness:* A job listing through online portals or social media is cheaper and more effective than the old ways like newspaper advertisements or one-on-one recruitment without the need to print as many notices (Jamal et al., 2021).

**Referrals and Networking:**

1. *Appropriateness:* The recruitment of sales assistants is heavily influenced by the candidate's interpersonal and communication skills. Person-to-person interactions and word-of-mouth are crucial components of the hiring process (Hunkenschroer and Luetge, 2022). Their professional network or coworkers know someone with a good culture and work ethic.
2. *Advantages:* Candidates recruited via referrals are often higher-quality and pre-screened, resulting in a more efficient and cost-effective recruitment process (Köchling and Wehner, 2020). Candidates learn the company's beliefs, norms, and expectations via referrals from existing employees. Higher job satisfaction leads to longer business tenure.
3. *Enhanced Trust and Engagement:* personal or professional networks quickly increase trust and engagement in a firm. As a result, sales staff integration and orientation are streamlined.

Jaspreet and Caroline developed many recruitment methods to find culturally compatible Clean Quarter Ltd. candidates. Trustworthy networks also assist people in getting employment.

**(AC 1.4)**

Consider various factors to ensure that content for recruitment methods such as social media, online job boards, referrals, and networking is effective and consistent with Clean Quarter Ltd's sales assistant hiring objectives.

1. *Budget Allocation:* smaller firms like Clean Quarter Ltd. must do this since every cent matters. Resources should be efficiently distributed among multiple recruitment channels first (Abbasi et al., 2022). Reward referrals are rare, but premium web listings and ads are costly.
2. *Accurate Representation:* Materials must accurately describe tasks, expectations, and job functions. Ambitious salespeople should concentrate on sales skills, product knowledge, and customer service (Jamal et al., 2021). Emphasizing transparency helps keep the recruitment process honest and attracts interested candidates. Statisticians must be honest.
3. *Positive Brand Image:* Clean Quarter Ltd.'s brand must be harmonized. Make the company's values, purpose, and culture the hook to attract candidates. Potential employees choose training programs, inclusive work environments, and professional growth.
4. *Space Constraints:* job posting space on websites is always popular. Concisely summarizing key traits is essential. Bullet points, catchy headlines, and a well-organized design boost content engagement.
5. *Corporate Image and Reputation:* All recruitment platforms must communicate the same message to increase brand recognition and attract candidates who share the company's values (Halid et al., 2024). Clean Quarter Ltd. should highlight its unique qualities and skills to stand out from other employers in the industry.

If Clean Quarter Ltd. addresses these factors, they create recruitment materials that attract top candidates. This will help the company maximize its profits while retaining its stellar image.

**(AC 2.1)** The best sales assistant recruiting tactics, according to Clean Quarter Ltd., include behavioural interviews and job simulations.

1. *Behavioral Interviews:* Situational or behavioural questions are asked in behavioural interviews to measure job performance. Like "Could you please provide an example of a time when one successfully addressed a customer complaint?" Or, you say, "Kindly recount a scenario in which you had to manage a demanding work environment." Behavioural interviews are useful for sales assistants since they exhibit customer service, collaboration, and problem-solving abilities.
2. *Appropriateness:* Jaspreet and Caroline utilised behavioural interviews to evaluate candidates for similar Clean Quarter Ltd. positions. This strategy let hirers see applicants' real-life conduct.
3. *Job Simulations:* Job simulations assist applicants understand job duties. Students are prepared for job problems via these simulations of real-world labour. When employing sales associates, role-playing is used. These activities assess product knowledge, customer relations, and simulated sales scenario management. Job simulations allow sales assistant candidates practice safely.
4. *Appropriateness:* Prospective sales assistant candidates are evaluated using relevant job simulations. Good, methodical analysis. Jaspreet and Caroline discuss job responsibilities such as customer service, product ideas, and sales. Combining interviews and job simulations improves job preparedness.

**(AC 2.4)**

While selecting, Clean Quarter Ltd should save following documents:

1. *Application Forms and Resumes:* Education, job experience, and talents are shown on a resume and application materials. These reports help candidates show job qualifications.
2. *Interview Notes and Assessments:* Exams and interviews assess candidates' abilities, emotions, and fit for the sales assistant job. These sites help you pick a job.
3. *Reference Checks:* Clean Quarter Ltd. will record chosen applicants' reference checks for transparency. Applicants' assertions will be double-checked for organisation standards.

**(AC 2.5)**

**Letter of Appointment**

John Doe

HR Manager

Clean Quarter Ltd

123 Main Street

Anytown, AB1234

United Kingdom

April 20, 2024

Simon Heal

456 Elm Street

Anytown, AB5678

United Kingdom

Dear Simon Heal,

Subject: Appointment Offer for Sales Assistant Position

We look forward to your May 1, 2024 start as a sales assistant at Clean Quarter Ltd. After taxes and contributions, the annual salary is £20,000.

Some of your duties include:

* Helping and serving customers beyond expectations.
* Financial concerns are resolved swiftly, improving inventory management and stock levels. Collaboration to reach sales objectives
* Show your corporate agility by keeping the shop space tidy all week.

You must accept this offer before April 25, 2024. Please contact me at john.doe@cleanquarter.com or 01234 567890 for assistance.

Yours sincerely,

John Doe

HR Manager

Clean Quarter Ltd

**Letter of Non-Appointment**

John Doe

HR Manager

Clean Quarter Ltd

123 Main Street

Anytown, AB1234

United Kingdom

April 20, 2024

Nicky Jones

789 Oak Avenue

Anytown, AB9012

United Kingdom

Dear Nicky Jones,

Subject: Sales Assistant Position Application

Welcome to Clean Quarter, new team member. Joining forces on our goals is great.

Thanks for applying to Clean Quarter Ltd. for sales assistant. We regret not giving you our highest rating after reviewing all entries.

I appreciate your application efforts. Best wishes for your future.

Clean Quarter Ltd. values your enthusiasm and loyalty.

Yours sincerely,

John Doe

HR Manager

Clean Quarter Ltd

**TASK TWO – SIMULATED INTERVIEW**

**(AC 2.2)**

|  |  |
| --- | --- |
| **Post title:**   Sales Assistant | |
| **Essential** | **Desirable** |
| **Knowledge and Qualifications** | |
| GCSE qualification | * Food Standards Agency Certificate |
| **Experience** | |
| * Previous customer service experience | * Handling online delivery orders * Cash handling experience |
| **Skills** | |
| * Interpersonal skills * Written and verbal communication skills | Ability to handle waste in an efficient way |
| **Personal qualities** | |
| * Ability to priorities own workloads and work as part of team * Ability to work under pressure | Flexible to work different hours |

**Short listing Matrix**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Job Title: Sales Assistant** | | | **Example scoring method**  0 = does not mention criteria  1 = Partly meets  2 = Fully meets  3 = Exceeds | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| APPLICANT NAME PERSON SPECIFICATION CRITERIA | Simon Heal | John Smith | Nicky Jones |
| ***Knowledge and Qualifications*** | | | |
| GCSE qualification | 3 | 3 | 2 |
| Food Standards Agency Certificate | 0 | 3 | 0 |
| ***Experience*** | | | |
| * Customer service experience | 3 | 3 | 0 |
| * Handling online delivery orders | 0 | 3 | 0 |
| Cash handling experience | 0 | 3 | 0 |
| ***Skills and Competencies*** | | | |
| Excellent communication | 3 | 3 | 3 |
| Ability to handle waste in an efficient way | 3 | 3 | 3 |
| * Interpersonal skills | 3 | 3 | 0 |
| ***Personal Qualities*** | | | |
| * Ability to priorities own workloads and work as part of team | 3 | 3 | 0 |
| Ability to work under pressure | 3 | 3 | 0 |
| Flexible to work different hours | 0 | 0 | 0 |
| Total | 21 | 30 | 8 |

**(AC 2.3)**

Ejaz : Hi John

***John : Hiya, good morning***

Ejaz : how are you today ?

***John : Very well, how are you ? a little nervous but looking forward to getting into it.***

Ejaz : Don’t be nervous, try and relax, it’s just me getting to know really

***John: cool so wait off my mind***

Ejaz : that’s good how’s your day today?

***John : yeah not too bad, I just been chilling out really, getting prepared for the interview***

Ejaz : Sounds great, good to hear, well it’s lovely to meet you, just to let you know my name is Ejaz and I am HR manager here at Clean Querter Limited and I will be interviewing you for the Sales Assistant position

***John: Wicked, cool, nice to meet you***

Ejaz : Nice to meet you too John, just to let you know this is a 10 mins chat, I will tell you more about the role on offer and I will ask you a series of questions to learn more about your qualifications and experience which look great from your CV by the way, it’s just to see if you are suitable for the role.

***John : okay thank you, I do feel like my experience I have got, I think I can do really well in this role.***

Ejaz: cool I’m sure you can and that’s really good to hear, so without further delay, let’s start the interview. So I have to mention that in this session it will be recorded for training purposes and I will be taking few notes as well however it will all the inline of GDPR, is that okay with you?

***John : all good with me, sounds good***

Ejaz : perfect, let’s begin the interview, just before we start, do you have any question you’d like to ask me ?

***John : no, I think I am all good***

Ejaz : great, brilliant, I would love to know about your skill sets, what are the best skills you think you can bring to this role ?

***John : well just a little bit about me, like I said I am John, I have got passion for this industry, hate wastage, and not only do I think my passion will contribute well for this role, I am really hard worker, very approachable for customers, and I have got great attention to detail which i think will come in handy for this role.***

Ejaz : That’s great set of skill to have John, so you mentioned having great attention to detail coming in handy, so how do you believe this will come in handy for this role ?

***John : for example, if there is any item missing when doing the inventory stock check, I would report it and raise it with management, so that require great attention to detail, like i said I feel like these are my strengths and I’m really good at***

Ejaz : okay, that’s really good point, that’s great thank you, so it’s always handy to have employees who have great attention to detail I think, so I can see from your CV that you have Food Hygiene certificate, what did you learn when you gained this qualification ?

***John : so from the Food Hygiene certificate, I learned crucial skills in food safety and hygiene, so that included the safe handling of the food, temperature control, personal hygiene, preventing cross contamination. With that qualification, it means that I now understand and comply with the food safety regulations and emphasis communication and team work and I use this knowledge when handling supply deliveries and restocking shalves.***

Ejaz : Sounds really good, brilliant. Did you enjoying gaining this qualification?

***John : yeah, yeah, I did actually. Like I said I wanted to go into food industry so I know that’s something it will be useful to me plus I found it really interesting so win win***

Ejaz : that’s good so how many years did you work for your last employer ?

***John : Last employer I was with for 2 years***

Ejaz : 2 years, well that’s quite a while, isn’t it John? I also saw that you have experience of handling cash within your previous role, are you able to tell me little bit more about that ?

***John : yeah, pretty simple , pretty self-explanatory, I worked in tills day in day out so took cash, card payments, settled up the end of the days the cash tills, and that’s it really***

Ejaz : Amazing, so have you had any previous experience, preparing online orders for deliveries at all ?

***John : I haven’t in that department, yeah but like I said I am quick learner so am pretty sure I will be able pick this up without any problems pretty quickly***

Ejaz : so that’s good that you mentioned being a quick learner, that leads to my next question, regarding motivation, so correct me if I am wrong, but in order to learn something new you have to be quite motivated, so are you able to motivate yourself to conduct your duties efficiently and if so how?

***John : yeah I am highly self-motivated I would say and I take great pride in my ability to efficiently carry out my duties, internally I set clear goals to myself to prioritise tasks and maintain strong work ethics to ensure that I consistently meet or exceeds expectations. I found personal satisfaction in accomplishing of these tasks I have set out for myself***

Ejaz : That’s really good to know, thank you, so are you able to tell me about a time when you showed a great customer service ?

***John : let me think, yeah, in my previous role I once had a frustrated customer with the re-occurring of technical issue with self checkout counter and their daughter also created a big spillage on one of the aisles which obviously could have been health and safety issue, but I helped out with the pretty efficiently***

Ejaz : Great, so what was your approach to that situation and was anybody else involved in that situation ?

***John : yeah, my approach was to keep calm, try to slow the situation down, think clearly, resolve the situation to best of my ability. Like I said I am a bit of team player so one of my colleague, helped me by cleaning the spillage to ensure that no one slipped on the floor.***

Ejaz : Great, that’s also good to know that you are a team player, that’s another great quality to have. So what exactly did you do in that situation to resolve it?

***John : so I actually listened to the customer and listened their needs, we resolved the technical problems quickly as well as putting the wet floor sign up to make people aware***

Ejaz : Great so what would you say was the outcome of the situation ?

***John : Customer was pleased, with our prompt and attentive service we had a happy customer, problem resolved and no one slipped over, all good***

Ejaz : That’s always a good thing isn’t it ? So on reflection what did you learn?

***John : It highlighted the importance of patience and effective communication and customer service***

Ejaz : thank you, brilliant. So let’s pretend that your manager wants you to do an additional job like for example stocking shelves even though it wasn’t necessarily your job to do it that day what would you do if you was put in that position where you were required to put in additional effort to complete a task ?

***John : In that situation I would willingly put any additional effort to ensure the store is well prepared and customers have a positive shopping experience***

Ejaz: Right it sounds like are you are really determined which is obviously another great skill to have, so flexibility is important for the role so what is your flexibility like in terms of working hours

***John : well I would prefer morning shifts as I have some other obligations in the evenings.***

Ejaz : Okay well thank you John, for your honesty of that we really appreciate that so on to my next question where do you see yourself in five years time?

***John : honestly still being in a job that makes a difference just like it seems at Clean Quarter, Ideally I like to try and climb a ladder at Clean Quarter and if I was successful by being in a managerial role after 5 years, that will really please me.***

Ejaz: Well that’s a really good ambition and that’s good to hear that you would potentially see a future with us so that’s really nice to hear, thank you for that so just lastly what made you apply for this position ?

***John : I think I applied for this sales assistant position because not only am I passionate about reducing waste but also I want to be in a job that creates impacts. I’m also passionate about customer service and have a strong interest in retail industry so believed my interpersonal skills, attention to detail and enthusiasm for helping customers goes well with the roles requirements.***

Ejaz : Thanks John, that’s really good, with that we’ve come to the end of our interview now do you have any questions for me at all ?

***John : Yeah I did, I have one question actually I just wanted to confirm what was that holiday package like with Clean Quarter ?***

Ejaz : Yes of course so our holiday package is that employees are entitled to 25 days annual leave but they may be expected to work on bank holidays, is that something that’s okay with you?

***John: okay cool, nah nah I think that’s okay with me***

Ejaz : Do you have any other questions ?

***John: No, that was it, thank you***

Ejaz: Perfect, so just to let you know at the moment we are currently in the process of reviewing all candidates who are applying for this role so it may take around a week to reach a decision therefore will be in touch with you within a week to let you know if you have been successful or not however during this period if you have any additional questions please feel free to reach out to me

***John: thanks you very much for your time and yeah look forward to hearing from you, fingers crossed***

Ejaz : It was pleasure to meet you John, really great chat we had and have great rest of your day

***John : you too, thank you and take care, bye***

Ejaz : take care, ba-bye

**TASK THREE - GUIDANCE DOCUMENT (LEGISLATION AND EMPLOYMENT RELATIONS)**

**(AC 3.1)**

A positive work-life balance improves workers' health, job happiness, and productivity. Work-life balance minimise stress, burnout, job engagement, and longevity.

A decent work-life balance requires appropriate norms and regulations. Clean Quarter Ltd. must follow these rules to succeed:

*Working Time Regulations 1998:* The 1998 Working Time Regulations set minimum and maximum workdays and break hours (Acas, 2024). Legally protected employee benefits include weekly hours, breaks, and vacation days. Rules restrict working hours. We work hard to make sure our staff has fun off the clock.

*Flexible Working Regulations 2014:* Workers request job sharing, flexible hours, or part-time work under the 2014 Flexible Working Regulations (Flexibility Works, 2023). Companies that carefully evaluate these requests and explain rejections will help their workers achieve work-life balance.

*Equality Act 2010:* The 2010 Equality Act prohibits age, gender, marital status, and disability discrimination (Government Equalities Office, 2013). The strategy intends to provide equitable professional progression and help caretakers (parents or carers) achieve work-life balance.

*Family-friendly Policies:* Family-friendly policies help struggling families by expanding maternity leave and child care alternatives. These suggestions help workers balance work and life.

Clean Quarter Ltd. must comprehend and follow work-life balance criteria. An workplace that cares about its workers' happiness and health will help create a healthy work culture.

**(AC 3.2)**

Workplace wellbeing includes workers' happiness, health, job satisfaction, and workday value. The idea encompasses both the psychological and emotional components of the workplace and their physical expressions to show how wonderful the culture and surroundings are. Employee wellbeing is crucial to Clean Quarter Ltd. and other similar organisations' productivity.

*Employee Health:* Companies are promoting their employees' physical health via wellness programmes, ergonomic office design, and simple access to health care. Growing evidence demonstrates that a healthy workforce boosts productivity, reduces absenteeism, and improves performance over time (Tarro et al., 2020).

*Mental Health:* Mental health disorders including stress, anxiety, and depression must be handled to maintain workers' overall wellbeing. Access to therapy and support groups and a decent work environment enhance workers' mental health and minimise job stress.

*Work-Life Balance:* Promoting work-life balance is vital to everyone's health. Family-friendly programmes like flexible scheduling and paid vacation should be prioritized (Sanfilippo, 2019). Work-life balance minimise burnout and boost job satisfaction.

*Employee Engagement:* Employee engagement and dedication are directly affected by physical and mental health investments. Employee engagement boosts dedication, creativity, and love for the job, benefiting the company.

*Organizational Culture:* The organisation prioritises its workers' wellbeing and fosters a positive environment. We have room for companionship, trust, and belonging (Achievers, 2024). The company's inclusive culture rewards and motivates top performers to excel in their positions.

Putting Cleaning Quarter Ltd.'s workers' health and happiness first will benefit the company. These include a more engaged sales force, better customer service, lower staff turnover, and a better employer reputation. The firm's sustainability and social responsibility goals benefit workers and the company.

**(AC 3.3)**

Major discrimination legislation is the Equality Act 2010, which projects equality-related regulations that organizations need to practice to ensure the promotion of cultural diversity (Pilkington., 2020). Characteristics of the Act include age, colour, gender, race, ethnicity, nationality, country of origin, etc. Firms are required to consider these factors to construct sustained employment relations.

According to the Equality Act 2010, it would be against the regulations to discriminate against employees individually based on the factors mentioned above. Discrimination occurs when employees are unequally treated or differences are maintained while measuring the personal characteristics of workers within an organizational setting. According to the Equality Act 2010, employees who face discrimination from their employers have legal rights to file complaints against their own employers (Mason and Minerva, 2022). Additionally, it would be unlawful if employers dismiss employees due to the employment protected act.

Discriminatory treatments would include dismissal without any cause or irrelevant cause (Scholten et al., 2021). Additionally, discrimination can be performed in other ways, including inequality in providing promotional opportunities, increased payment, or benefits (financial, non-financial, etc.).

Employees could legally claim for injustice or discriminatory practices based on their 2 years of service within an organization. However, for unfair dismissal, employees are not liable to have any service of experience as discriminatory rights are applicable from 1st day immediately after commencing (Ford., 2020).

Additionally, the Equality Act 2010 provides discriminatory rights against sexual harassment or gender discrimination performed within organizational settings (CIPD, 2019). To overcome gender-based discrimination or sexual orientation, a secure and inclusive workplace culture is required to be practised within a firm. HR practitioners and boards of directors are needed to construct strict HR policies to perform zero-tolerance against sexual violence or gender-based discrimination performed at the workplace. s

**(AC 3.4)**

*Diversity:*

Diversity is the practice performed by organizations with the aim to involve people from varied ethnicities or cultural backgrounds by providing opportunities to be recruited for different job positions within an organizational setting (Gould et al., 2020).

*Inclusion:*

To construct a secure working environment for employees with the objective of creating equal employment opportunities for workers (Myhill et al., 2021). By encouraging fair policies and adhering to transparency to ensure that employees are provided with their prior employment rights within a workplace setting.

*Importance of diversity and inclusion in the workplace:*

The promotion of cultural diversity and inclusion has significance within the workplace as encouraging equivalency towards employees would enable them to deliver their capabilities and expertise regardless of discrimination (Jerónimo et al., 2022). In organizations in which cultural diversity is promoted, employees feel it is convenient to work with workers from other cultural backgrounds or ethnicities. Additionally, conflicts are minimized among teams with diversified groups of employees.

Stereotyping at the workplace would lead to increased dissatisfaction and higher employee turnover; however, by avoiding discrimination, organizational productivity would be raised by encouraging employees to perform collectively in groups while performing organizational tasks (Mella., 2022). With effective leadership dimensions, a collaborative workplace environment would be constructed with the implication of promoting cultural diversity within an organizational setting. Higher workplace engagement would be achieved by valuing inclusion in the workplace. Increased productivity and organizational growth are associated with encouraging diversity in firms. Multinational organizations value the promotion of cultural diversity, which contributes to maintaining a secure workplace environment. Higher workplace satisfaction has been achieved through promoting cultural diversity (Hsiao et al., 2020). Firms need to conduct orientation sessions to educate employees bout ethical dimensions to maintain while working within a diversified workplace.

**(AC 3.5)**

*Fair dismissal:*

A fair dismissal is one undertaken by providing a valid rationale to employees. According to the Employment Rights Act 1996, various reasons are listed that outline fair reasons for the dismissal.

* Dismissal is performed due to unethical conduct performed within the premises of the organization, including theft, bullying, harassment, fraud, etc. (Maluleke., 2023).
* Dismissal is based on employment capability in case an employee fails to fulfil their job responsibilities due to sickness or lack of performance.
* Disclosing information about an organization to outsiders leads to the dismissal of the employee (Kwon et al., 2021).

In case any employee is charged with the above-mentioned factors, then proper legal investigation will be followed to validate ethical dismissal and ensure that unfair practices against employees will be avoided (Andrews, 2023).

*Unfair dismissal:*

According to the Employment Rights Act 1996, an employee would be categorized with unfair dismissal if the rationale doesn’t fall within the factors mentioned above. If the employer has unreasonably failed to justify fair dismissal, then the employee has the right, according to the law, to consider dismissal as unfair (Collins., 2022). Employees who served for a span of two years would have the right to claim for Tribunal for unfair dismissal. Additionally, employees would not be dismissed by employers if women were pregnant or had availed of maternity leave. If dismissal is automatically unfair, then it would cause financial risks for employers. Workers have the right to file complaints in case of unfair dismissal to potentially be re-positioned at their employment position. Firms need to adhere to employment policies under the Rights Act 1996, and employers are responsible for executing fair dismissal (Goldman and Weil., 2021).

**TASK FOUR-BRIEFING PAPER (PERFORMANCE MANAGEMENT AND REWARD)**

**(AC 4.1)**

*Purpose of performance management:*

Performance management is an effective mechanism used by organizations with the aim of identifying employees' productivity margins. By measuring employee performance through key performance indicators, strategic human resource managers can identify areas for improvement (Darmawan et al., 2020). Firms utilize employee training to improve workers' productivity for under-performing employees. Organizations consider performance evaluation as an essential component to ensure that staff perform in parallel with organizational goals by delivering their efficiencies within operational tasks. To enhance employee performance, firms ensure that efficient resources are provided to workers with the aim of improving their productivity margin (Siripipatthanakul et al., 2022).

*Components of performance management:*

Performance management comprised of the following dive major components which are as follows:

* Planning- By planning what is expected from employees and describing criteria, expectations are met. Involving employees in the planning phase enables them to understand organizational objectives (Mohammadi et al., 2022).
* Monitoring- Monitoring employees' performance by consistently reviewing their projects would inform strategic human resource managers on individual effectiveness among workers.
* Developing- By introducing training sessions, employees would be encouraged to perform in parallel with what is expected at their respective job positions (Tan et al., 2023).
* Rating- Based on their workers' performance within the whole appraisal time period, they are rated by organizations.
* Rewarding- Performance-based rewards are provided to workers and to higher-performing candidates (Anwar and Abdullah, 2021).

**(A.C 4.2)**

If a person is in charge of employee performance reviews at Clean Quarter Ltd. or elsewhere.

*Clear Objectives and Expectations:* To achieve strategic goals, employees must understand business expectations and how they can help (Tajdar et al., 2023). Goals, roles, and performance criteria must be clear for good communication.

*Regular Feedback and Communication:* Effective management requires regular feedback and open communication. This allows employees to frequently assess their goals and improve. A culture of continuous development requires honest and open communication between management and employees (Manzoor et al., 2021).

*Training and Development:* Employees engage in training programs to improve existing skills, acquire new ones, and remain current. According to the survey, professional development for employees boosts workplace satisfaction, retention, and performance (Perkins and Jones, 2020).

*Performance Appraisals:* Unbiased and objective performance reviews are optimal for assessing employees' performance in regard to their stated goals and objectives. When evaluating performance, provide constructive comments that address both positive and negative elements.

*Recognition and Rewards:* Rewarding employees for their efforts and triumphs enhance morale, motivate everyone to work hard, and boost productivity (Aguinis and Burgi-Tian, 2021). Rewards include money, career promotion, public recognition, and non-monetary benefits like extra vacation time or self-improvement.

*Feedback Loop:* A feedback system lets employees participate in performance management and voice their thoughts. Feedback from employees improves performance management.

*Performance Improvement Plans (PIPs):* Performance Improvement Plans (PIPs) are established when employees' performance falls short of expectations (Tajdar et al., 2023). These steps increase the likelihood of obtaining the help needed to develop and reach the desired levels.

Clean Quarter Ltd uses a performance management system that considers these aspects to improve employee development, organizational performance, and corporate success.

**(AC 4.3)**

To provide high-quality service and help employees grow professionally, Clean Quarter Ltd. uses a variety of performance assessment methods. Various performance evaluation tools will be examined in this article:

*360-Degree Feedback:* The 360-Degree comments strategy allows feedback from team members, supervisors, and outsiders (Atmaja et al., 2022). This extensive assessment accurately assesses the employee's performance by identifying their strengths and room for improvement.

*Management by Objectives (MBO):* Managers and employees collaborate to set SMART goals under Management by Objectives (MBO) (Murphy, 2020). Make a schedule and set specific, achievable, and suitable goals.

*Rating Scales:* Rating scales analyze an employee's production, collaboration, communication, and industry expertise. This is done using prefabricated numerical or descriptive evaluation scales.

*Behaviorally Anchored Rating Scales (BARS):* BARS combine rating scales with notable events to provide a more complete tool (Murphy, 2020). The method demands specific examples of conduct for each performance level to ensure objective, behavior-based evaluations.

*Critical Incidents Method:* A major event this study uses noteworthy events, such as exceptional performance or troublesome employee conduct, to guide its investigation (Almulaiki, 2023).

*Checklists:* Checklists help ensure employees meet behavior and performance criteria. These checklists help managers measure employees' performance correctly.

*Self-Assessment:* Promoting self-evaluation encourages accountability and understanding (Ojo et al., 2022). Combining it with management-led evaluations provides a more holistic performance picture.

*Continuous Feedback:* Regularly coaching and giving feedback to employees is the best method to achieve goals. The previous technique merely used formal assessments to evaluate performance; this new strategy expands on that.

Clean Quarter Ltd. enhances performance management, employee development, and corporate goals by carefully selecting or combining performance assessment methodologies.

**(AC 5.1)**

To motivate, recognize, and align employees with corporate goals, a complete incentive system comprises monetary and non-monetary rewards. The Clean Quarter Ltd. case study illustrates that incentive programs need certain traits:

***Financial Rewards:***

*Base Salary:* For a proper payroll, be sure to establish a competitive contract wage while taking into account skill level (Aguinis and Burgi-Tian, 2021). It is advisable that the rate be assessed in the market setting.

*Performance-Based Pay:* It is true that genuine and results-focused job pay directs people to struggle and do their best (Ginbar, 2020). On Top of It, we are introducing commissions and incentives to improve staff performance at both individual level and team level.

*Profit Sharing:* Engagement works as a motivating factor for a worker who gets a profit-sharing. Payouts of employed revenue shares depend on the program's efficiency.

*Stock Options or Equity:* Such privately held concerns often make use of stock options and other equity rewards to connect the short-term interests of employees with the overriding long-term goals (Awan et al., 2020). The program can be controlled either by performance or development dependency.

***Non-Financial Rewards:***

*Recognition and Appreciation:* Feedback about colleagues through encouragement enables the motivation among them by appreciating their achievements. Popular appreciation does this.

*Career Development Opportunities:* Career planning for staff is another perk that keeps employees fixed in an organization. Workers' training, promotion and mentorship improve staff retention across the industries (Almulaiki, 2023).

*Work-Life Balance Initiatives:* Wellbeing programs, workers' rights regulations, the work-life balance issue, and flexible scheduling help employees to be happier and healthier.

*Employee Benefits:* Competitive salaries and benefits, among others, are fundamental in getting and keeping the highest-skilled workers in the job market (Aguinis and Burgi-Tian, 2021). This should be included in the package, and hence, one should consider health insurance, retirement savings, some time off work, and even other benefits.

Clean Quarter Ltd. adjusts components based on worker needs, industry standards, and company objectives. Implementing performance-based awards connected to sales and customer satisfaction benefit businesses.

**(AC 5.2)**

A complete incentive, performance assessment, and reward system enhance morale and output, as shown by Clean Quarter Ltd. The link is vital in many ways.

*Incentivizing Performance:* Sales staff at Clean Quarter Ltd. must get performance-based compensation or incentives to increase employee engagement and customer satisfaction.

*Recognition and Morale:* Public recognition and rewards increase staff morale and job satisfaction. Selection is heavily influenced by incentives (Manzoor et al., 2021). Appreciation motivates workers to work harder.

*Alignment with Goals:* Complying remuneration rates with firm aims is crucial. An incentive system for non-sales performance, such as customer service and cooperation, would best incentivize Clean Quarter Ltd. employees to work hard and help the company thrive.

*Motivation and Engagement:* Inspiring and including others are crucial. Delivering rewards is becoming more important to encourage and engage people. A performance-based compensation system keeps interested, motivated, and committed employees who want to grow (Ojo et al., 2022).

*Individual and Team Performance:* Individual or team motivation, performance, and rewards are linked. Staff is more inclined to cooperate, communicate, and achieve goals when acknowledged.

Clean Quarter Ltd. has thrived in the competitive retail market by creating a nice workplace that inspires employees (Perkins and Jones, 2020). Knowing and leveraging the relationship between rewards, motivation, and performance works.

**(AC 5.3)**

Paying employees fairly is shown by Clean Quarter Ltd. Several key elements exacerbate the situation.

*Retention and Loyalty:* Having fair pay standards affects employee loyalty and retention. Employee retention is better when employees believe their pay is fair and proportional to their efforts and industry norms.

*Morale and Motivation:* Fair remuneration is one way to boost morale and enthusiasm among employees (Almulaiki, 2023). When people feel adequately rewarded, they are more willing to go above and beyond, which enhances output and job satisfaction.

*Enhanced Performance:* Fair remuneration encourages loyalty, engagement, and productivity, which helps the company accomplish its goals. By linking fair pay to performance, firms succeed and gain a competitive advantage.

*Legal Compliance and Reputation:* First, pay everyone the same for equal effort to avoid legal issues; second, eliminate protected characteristic discrimination; and third, pay employees fairly (Ginbar, 2020). Maintaining fair wage standards prevents legal issues and boosts the company's employer appeal.

*Equity and Social Responsibility:* Companies that care about society compensate their employees fairly. The organization values employees' efforts to create an inclusive and diverse environment.

Clean Quarter Ltd. encourages high-performing employees to succeed in building a prosperous and long-term company. Making fair compensation a priority is one method.

**TASK FIVE – FACT SHEET (LEARNING AND DEVELOPMENT)**

**(AC 6.1)**

Activities that improve salespeople's abilities assist Clean Quarter Ltd. These acts are crucial for the company's overall success and development.

*Enhanced Skills and Performance:* Through learning and development programs, sales assistants improve their performance by learning new skills (Shokaliuk et al., 2020). Technology, sales, product expertise, and customer service are included in the training. Clean Quarter Ltd. wants to enhance performance to increase productivity, customer satisfaction, and income.

*Career Advancement:* Salespeople improve their skills via schooling. Experience, education, and credentials affect a person's professional growth in a company (Friston et al., 2021). The company's goal and professional development culture make Clean Quarter Ltd. employees more engaged and loyal.

*Adaptability and Innovation:* Sales assistants must be aware of current events, new technologies, and industry trends to be innovative and adaptive. Retailers must be flexible since consumers' preferences change. Salesforce quality indicates a company's capacity to innovate, survive market turbulence, and compete.

*Employee Engagement and Retention:* Cleaning Quarter Ltd. supports professional development and job satisfaction by supporting various learning and development programs. Workplace morale affects employee retention, which affects critical employee compensation.

*Improved Customer Experience:* Salespeople with proper training can better service consumers. Our efficient problem-solving tactics, customized coaching, and speedy resolution of problems have greatly increased customer satisfaction and word of mouth (Aini et al., 2020). Clean Quarter Ltd.'s future depends on customer happiness.

The learning and development programs have helped Cleaning Quarter Ltd. and its salespeople. These initiatives promote flexibility, staff involvement, CPD, skill development, and excellent customer service.

**(AC 6.2)**

Clean Quarter Ltd.'s sales crew has various learning demands due to numerous factors.

*Technical Skills Training:* Salespeople require technical training to use retail technology like POS systems and inventory management software (Utami et al., 2020). Everything above is vital because Clean Quarter Ltd. constantly improves its operations, uses cutting-edge technology, and updates its software.

*Product Knowledge Enhancement:* Salespeople at Clean Quarter Ltd. need further training on the company's products. The product's features, price, sales, and competitive advantages must be examined thoroughly (Hanushek and Woessmann, 2020). Product training is required before salespeople can assist consumers.

*Customer Service Excellence:* Salespeople at Clean Quarter Ltd. get extensive training to provide excellent customer service. Experience will help them handle all customers. One will learn to listen with empathy, solve problems, and resolve conflicts in this training. Better service increases customer satisfaction and loyalty.

*Sales Techniques and Strategies:* Trying new sales strategies typically boosts performance. The training covers upselling, cross-selling, closing, objection handling, and presentation development. With proper training, Clean Quarter Ltd. salespeople can accomplish goals and increase sales.

*Compliance and Regulations:* Compliance with laws, ethics, and organizational obligations requires proper training (Zhang et al., 2021). The training covers retail business regulations, data security, health and safety, and customer privacy. Salespeople need compliance training to understand and follow their ethical and legal obligations.

*Soft Skills Development:* The sales assistants at Clean Quarter Ltd. should excel in communication, collaboration, time management, and adaptability (Barus and Simanjuntak, 2020). The organization will invest in training to attain this aim. Soft skills training improves employee engagement, collaboration, and job performance.

Market trends, organizational objectives, legal needs, technology advancements, and client preferences are a few factors that contribute to the need for continual learning. Clean Quarter Ltd. guaranteed sales assistants' success and corporate performance by personalizing training packages to their learning requirements.

**(AC 6.3)**

Clean Quarter Ltd. needs to increase sales associate proficiency via online and in-person learning and development. This category encompasses coaching, mentoring, training, and facilitating.

*Facilitation:* Group learning instructors encourage sales colleagues to engage in all learning areas. Facilitators must foster a culture of sharing and learning (Tadesse and Muluye, 2020). Group training from Clean Quarter Ltd covers product knowledge, customer service, and sales.

*Training:* After training, sales assistants will be more successful. Online, seminars, workshops, and simulation training are available from Clean Quarter Ltd. Technology, product knowledge, compliance, and soft skills development are among the subjects covered in training programs.

*Coaching:* Experienced sales coaches and mentors provide personalized critique and help. Coaching involves setting objectives, supporting players, and giving them constructive feedback to improve performance (Osher et al., 2021). Coaching programs help Clean Quarter Ltd.'s sales assistants. The program aims to improve client interactions, professional development, and sales techniques.

*Mentoring:* Less experienced salespeople learn from more experienced ones in a mentorship arrangement. Mentors who provide advice, practical help, and emotional support benefit workers greatly. They also affect professional development and skill acquisition. New hires learn from Clean Quarter Ltd.'s seasoned salespeople (Hanushek and Woessmann, 2020). Support helps people overcome challenges, achieve professional goals, and develop marketable skills.

Blended learning, among other methods, combines online and in-person learning for a complete education. CLQ Ltd. provides extensive sales training and development. Interactive learning, online lectures, and tutoring are part of the program. The company has many ways to boost sales assistants' self-confidence, competence, and performance that, in the long run, will guarantee its success.

**(AC 6.4)**

Our corporate training and development courses cover a wide range of topics, and these are undertaken individually by employees at our company.

*Assessment of Individual Needs:* Consider the needs and areas to overcome before starting the training program during the sales reps' assessment of Clean Quarter Ltd. Evaluation sessions, forms, competency or aptitude tests, questionnaires and feedback points are some of many ways assessment may occur (Aini et al., 2020). The process of learning study techniques that fit the learners' strengths is affected by the personal aspirations that each individual has.

*Flexible Learning Paths:* Clean Quarter Ltd. has an attractive range of training solutions so that your staff develops the skills you need in your business (Aini et al., 2020). A reason for choosing tailoring training to the interests and learning styles is the stress of the challenging workflow will be reduced. For learning options, the students can choose coaching, seminars, web courses and online programs, self-learning study materials, and on-the-job training. Sales staff have several choices they make from their busy schedules and learning style inclinations.

*Personalized Development Plans:* The continuous development process should always include salespeople training, and their training needs and perspectives need to be considered. With learning plans, strict deadlines, and formal certifications that are made possible by furnishing all the available tools, early-stage students can finally thrive like their senior engineering counterparts (Barus and Simanjuntak, 2020). The methodologies designed by Clean Quarter Limited are directed towards bringing out the best in individuals, whether it be matters of personal or professional growth.

*Feedback and Continuous Improvement:* One must regularly collect sales assistant feedback on our learning programs' effectiveness and usefulness. This feedback loop integrates different perspectives to identify development areas, improve content, and increase learning.

*Accessibility and Support:* Make Clean Quarter Ltd.'s learning platforms and resources easy to use and informative. Online and hybrid learning programs need proper technical support and guidance (Friston et al., 2021). Mentoring, connecting students to subject-matter experts, and peer support networks increase learning and meet student needs.

After these activities, Clean Quarter Ltd. employees will have a customized learning and development plan. Salespeople will become more engaged, enthusiastic, and skilled.

**(AC 6.5)**

Clean Quarter Ltd. evaluate learning, development, and outcomes using several methods.

*Pre- and Post-Assessments:* Before and throughout a learning program, salespeople are evaluated. These assessments measure students' learning and training application. Exams measure learning process development and results (Utami et al., 2020). Participants take post-tests after each training session to assess their learning and areas for improvement. Comparing the first and last evaluations reveals how schooling affects human development.

*Feedback and Surveys:* Sales assistant development and learning are measured via surveys, focus groups, or individual interviews (Zhang et al., 2021). One uses several feedback methods to gather people's viewpoints, contentment, and perceived training program success.

Clean Quarterly Ltd. measures learning and development effectiveness in detail. This allows them to evaluate training programs' effects on salespeople and the company and make informed performance improvement choices. These assessment methods help Clean Quarter Ltd. evaluate its training programs.

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