

**PROFESSIONAL DEVELOPMENT
WITHIN HEALTH AND SOCIAL CARE
(LCHS4005__LON)**

**ASSESSMENT 2
REPORT**

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INTRODUCTION

According to Dacre Pool & swell in 2007, "employability is having a set of skills, knowledge, understanding, and personal characteristics that make an individual more likely to choose and secure occupations in which they can be satisfied and successful." In 1998, Hillage and pollard characterized employability as "the capacity to move freely inside the work market to acknowledge likely through supportable business," employability for an individual relies upon their insight, abilities, mentalities, how they utilize these resources and present them to bosses, and the unique situation (individual conditions and work market environment) inside which they look for a job.

Employability is the capacity to find work, hold down a job that is satisfying, and switch jobs as needed. It involves both hard and soft skills. In addition, how you display your attitudes, talents, and expertise to employers will determine how employable you are that is communication skills, personal development, problem solving, teamwork etc (Dawson, 2022)

THE EMPLOYMENT RELATIONSHIP

HEALTH AND SAFETY AT WORK ACT (1974)

The primary piece of government legislation governing workplace health, safety, and wellness in the United Kingdom is the Health and Safety at Work Act of 1974. It has done more to improve workplace safety and employee health than any other legislative act in 50 years. It provides a crucial framework that must be adhered to by employers, employees, and others in order to guarantee that health and safety risks are adequately controlled. Its objective is to make the workplace safe. The fundamental regulation for bosses to ensure the wellbeing and security of representatives and guests to the working environment, including project workers, specialists, providers, and the overall population, is gone ahead in the wellbeing and wellbeing act at work of 1974 (frequently condensed as HASAWA).

Primary law is what it is called, while secondary or subsequent legislation, like the Management of Health and Safety at Work Regulations of 1999, adds additional legal requirements. The Act specifies what employees and employers must do to ensure the safety of both groups—their own and that of others—as well as the safety of others. In addition, the Act established the health and safety executive (HSE), which is responsible for regulating and enforcing health and safety legislation in conjunction with local enforcement authorities. (Stevens, 2022).

HEALTH AND SAFETY LEGISLATION: A foundational and enabling piece of legislation is the Health and Safety at Work Act. The Health and Safety at work Act's guiding principles are amended, strengthened, and codified through later subordinate laws passed by parliament. Together, the regulations offer through legal frameworks for safeguarding worker's safety, the safety of others, and workplaces (Stevens, 2022).

EMPLOYER RESPONSIBILITIES: There are no exclusions from the Health And Safety Work Act, which applies to all companies. The act, which applies to all companies. The Act outline your responsibilities under the law for ensuring the welfare, safety, and health of all employees as well as anybody else who enters your workplace or who may be impacted by your work-related activities. This includes contractors, temporary workers, the general public, clients, and independent contractors. Every employer is required to have a health and safety policy, which must be documented if there are five or more employees working there (Stevens, 2022).

EMPLOYEE RESPONSIBILITY: Employers are not the only ones responsible. Employees are required to act responsibly and actively contribute to workplace Health and Safety for example the employer's training should be followed and adhere to maintain their own and others health and safety reasonable care. Contact a responsible individual, such as a manager or supervisor, to report events or concerns. Create a secure workplace by cooperating within the employer (Stevens, 2022).

EMPLOYMENT RIGHTS ACT 1996

The Employment Rights Acts (ERA) of 1996 outline employee rights in cases involving redundancy, wrongful termination, maternity leave, and termination. Legislation combines and updates the Contractors of Employment Act of 1963, the Redundancy Payments Acts of 1965, and the Wages Act of 1968 into a single Act. It encompasses the entire United Kingdom, including Scotland and Northern Ireland. The protection government got it into impact request to fortify current regulation and expand laborers individual freedoms. Because of a single Act, it is much simpler for individuals and businesses to comprehend the rights employees have. The freedoms might have recently been legally conceded to representatives, either in the business strategies of an organization or in work project workers with those representatives. The Act now guarantees these rights to all workers. (Team, 2022).

THE EMPLOYMENT RIGHTS ACT 1996 COVER

- A statement of particular employment terms must be provided before or on the first day of employment.
- The right to compensated time off to serve on a jury.
- No employee shall divulge to a third party any private or secret information.
- If either party intends to cancel the employment contract, they must both provide the other a sufficient amount of notice.
- An employee's right not to be fired unfairly (Team, 2022).

HOW DOES THE EMPLOYMENT RIGHT ACT 1996 PROTECT EMPLOYEES?

There are 15 sections in the ERA for 1996. Each one deals with a certain subjects; for instance, Part 10 deals with unjust dismissal. The parts of the part outline:

- The statutory right to be exempt from wrongful dismissal
- What qualifies as an unfair termination (listing the conditions under which a termination is appropriate)
- Situation in which a termination will be regarded automatically unfair (for instance, getting let go because you made a protected disclosure or were pregnant)
- When the right to an unfair termination is not applicable (for instance, when an employee has not worked for the employer for more than two years)
- The remedies available for wrongfully termination (Team, 2022).

EQUALITY ACT (2010)

The Equality Act was enacted in 2010. It applies to everyone in Britain and shields individuals from victimization, harassment, and discrimination. The information on the pages about your rights is there to help you figure out if you've been treated unfairly. The Equality Act also requires public organizations that receive public funding, such as local governments, hospitals, and service providers, to consider how their decisions and policies will affect people with various protected characteristics. The public body ought to have the option to back up its activity and confirmation. For example, a neighbourhood government needs to

upgrade the nature of its nearby transport administration. A survey of people who use public transportation reveals that few women take buses at night because they are afraid of sexual harassment. To resolve this issue and make transport administration more comprehensive, the neighbourhood government choose to team up with the police, the vehicle organization, and local people. (equality human rights commission) The Equality Act prohibits discrimination against people who have one of the aforementioned protected characteristics, either directly or indirectly. Moreover, it prohibits focusing on and bugging such people. The following protected traits are covered by it: (National Improvement Hub, 2022).

- Age
- Disability
- Gender reassignment
- Race
- Sex
- Pregnancy and maternity
- Religion
- Sexual orientation

SITUATIONS YOU ARE PROTECTED FORM DISCRIMINATION THROUGH THE EQUALITY ACT:

When utilise public service like healthcare (such as going to your doctor or local hospital) or education, while you are at work. When you patronise establishments such as stores, restaurants, and theatres and other organisations that offer goods and services. When you utilise a vehicle when you join a group or club such as like your neighbourhood when you have contact with public bodies like your local council or government department (Equality and human rights commission, n.d.).

THE RECRUITMENT PROCESS

❖ ADVERTISEMENT

Today, work searchers depend on informal organizations to look and go after positions. You have to go where the people you want to hire are in order to advertise your positions to them. The most well-known social media platform included: LinkedIn, Facebook, and twitter. Posting position on these stages assists you with expanding the perceivability of your work promotions among possible applications. Job advertisement are notifications that let people know that a particular position is available. Written in an engage tone , it contains not only information about job, but also about the company and the services it offers. Advertised job has many advantages. They are usually easy to find, they offer a defined job role and the employer is usually clear about when they are looking for in their candidates (Drakatos, 2022).

❖ **JOB DESCRIPTION**

Make a good job description because it is often a candidate's first impression of your company. It should show candidates what they can anticipate receiving in return. In addition to accurately reflecting the skills and responsibilities of position that you require from this employee. What else does this employee. What compensation? What will life be like at your company? What objectives will they help to achieve? (Recruitment process, n.d.).

JOB DESCRIPTION INCLUDED:

1. Job title and department
2. Hours
3. Location
4. Preferred experience and qualifications
5. Salary and benefits

❖ **PERSON SPECIFICATION**

A candidate must meet the selection criteria (qualifications, skills, experience, skills, knowledge and other traits) outlined in the person specification, which serves as the basis for the hiring process, should be generated from the job description. At the shortlisting, presentation/test, and interview stages, you will base your selection choices on the person specification should also serve as the basis for interview questions and selection test, which should be created to obtain more information about candidates compliances with the requirements. The position's advertisement should be written using the human specification as well (Human resources development at SOAS, n.d.).

❖ **APPLICATION FORMS**

Job applications forms are formal documents that applications must complete in order to consider for a position. These forms, in contrast to your CV, permit companies to ask a particular set of questions rather than allowing job seekers to determine the structure and substance of their application. Recruiters will urge you to complete an application form primarily to expedite the hiring process and to make it simpler to compare applications side by side. For situations where there are several applications or when there is constant need to hire some industries may also prefer employing job application forms.

ADVANTAGE OF JOB APPLICATION

First off, because the question is all clearly laid out, completing an application form can frequently help you maintain greater focus than while preparing a CV. Employers will expressly inquire about all the points they want you to emphasise, giving you opportunity to write your application specifically for what they are seeking. Additionally, filling out

your application may take much less time since you won't be concerned with how it looks (Cheary, 2019).

WHAT TO INCLUDE IN JOB APPLICATION

- ✓ Your name and address
- ✓ Your employment history
- ✓ Your qualifications
- ✓ References

ROLE PLAY

One day in class our teacher told us to do an interview as a part of assessment in class. He gave us all description about interview and he explain that we have to choose a job and after that fill the job application and exchange with our partner and then according to that job application we have to find 5 questions which we have to ask my partner in the interview. My partner choose the job of teaching assistant and I choose as check-in agent job for interview role play. As a student, I had opportunity to participate in a role-play interview. The exercise involved being paired with classmate and talking turns playing the roles of interviewer and interviewee. Initially I was nervous about the activity as I had never done a role-play interview before however, my partner and I decide to prepare ahead of time by researching potential interview questions and practicing our responses. When it was my turn to play the interviewee, my partner took on the role of interviewer and asked me questions related of my job. I was surprised at how quickly I became comfortable in the role and was able to answer the questions with confidence. After the interview, my partner and I provided each other with feedback on our performance. We discussed areas where we excelled, such as maintaining eye contact and providing detailed responses, as well as areas where we could improve such as body language. The most valuable aspect of the role-play interview was receiving feedback from our teacher and classmates. Our teacher gives us tips on how to improve our responses. Our classmates also provided valuable insight, as they were able to offer different perspectives on our performances. Overall, the role play interview was a positive experienced for me. It allowed me to practice my interviewing skills in a safe and supportive environment and gave me the opportunity to receive feedback from a variety of sources. I left the exercise feeling more confident in my ability to handle future interviews and secure a job in my field.

CAREER DEVELOPMENT

The process of choosing a vocation, enhancing your abilities, and moving forward in your career is known as career development. You can only get closer to your dream profession, skill set, and lifestyle through a lifelong process of learning and decision- making. Choosing a profession is just the beginning of your career progression. In order to develop in your profession, you must next obtain the necessary education and training, apply for a job, and land it. Changing careers and employment at least once during one's working years, and most likely more frequently, is another aspect of this for most people. As they face issues or must make choices regarding their careers, such as when they are considering looking for a new job or switching careers, many people find themselves in need of professional advice (Indiafreenotes, 2021).

EMPLOYEE ROLE

Employees are in charge of making judgements of thus nature. As an illustration, a worker has a variety of options besides changing careers. A worker needs to be aware of qualities he seeks in a position and the degree to which his present employment satisfies those needs. Eliminate tasks with little impact that deplete your energy. An employee can expand his network by, for instance, working on a cross- functional team at work, talking with mentors about career aspirations, asking people with interesting jobs for informational interviews, and joining a non-profit board to meet new people. A worker must recognise his or her employment if he or she is happy with his or her profession and workplace but not with how it is now structured (Indiafreenotes, 2021).

EMPLOYER ROLE

A careers progress is greatly influenced by the management. He should serve as a mentor first and foremost in order to increase people's capacities and boost performance. In particular for young workers who are just starting their careers, the manager's function as a mentor might be beneficial, according to John Kotter (2012). He stressed that the successful CEOs he has met have two or more of this kind of ties with their supervisors early in their careers. They received valuable contacts, knowledge, and skills from their mentors. A good manager will include coaching techniques into his management approach. For instance, the management division at intel is in charge of ensuring that the staff receives the proper training and assisting the workers in understanding the shifting demand for their talents. The personnel at Reuters are also given instructors to improve their productively (Indiafreenotes, 2021).

SWOT ANALYSIS

STRENGTH • Strong academic skills • Good time management and organizational skills • Good communication skills • Good problem solving skills • Active involvements in activities	WEAKNESS • Poor time management leading. • Limited social network or lack of knowledge in field • Lack of experience in specific area. • Difficulty with specific subject
OPPERTUNITIES • Involvement in activity to gain experience in field. • Developing professional goals and working towards them. • Taking advantage of internship or job opportunity.	THREATS • Increasing competition for academic or career opportunities. • Technology disruption that may change the way we learn. • Economic challenges affecting funding for education.

PERSONAL DEVELOPMENT PLAN

NAME	MANPREET KAUR	TARGET JOB	NURSING
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TIME PERIOD	FROM: 2023	TO: 2026
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What skills do I need to achieve my goal?

SKILLS	How Will I get them	What support will I need?	What can prevent me from achieving my goals:	How long should it take
Listening and communication Caring Managing Judgement Problem solving Planning and organization of work Use of resource material	Have a clear vision. What were initial motivation for wanting to be a nurse? Differentiate myself Reach long- term nursing goals. Being persistent Explore my passions. Set SMART targets. Make career planning a regular habit	Confidence Teamwork Positive thinking Teamwork Organizational skills	Time management Personal issues Delays to start a particular schedule. Not enough time	It will depend on my schedule that I will make during my nursing study in future.

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CONCLUSION

In conclusion, employability is a crucial aspect of professional development, as it refers to an individual's ability to gain and maintain employment, as well as progress in their career. Through professional development, individuals can enhance their employability by acquiring new skills, knowledge, and experience that are in demand in the job market. In report, we have explored various aspects of employability and professional development, including the importance of self-awareness, goal setting, and life learning. We have also discussed the different types of professional development opportunities and how they can enhance employability. Moreover, we have examined the skills and attributes that are valued by employers, such as communication, teamwork, problem solving. Through professional development, individuals can develop these skills and demonstrate their value to employers increasing their chances of being hired and advancing in their careers. In conclusion, professional development is essential for enhancing employability and achieving career success. It is a continuous process that requires commitment, motivation and a willingness to learn and adapt. By prioritizing professional development, individuals can enhance their employability, increase their job satisfaction, and achieve their career goals.

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JOB APPLICATION FORM

Application for [job title] - Check-in agent

Your details

Name: Manpreet kaur

Education and training

Please give details:

High school 12th medical science
Cert of higher education on health and social care for workplace

Qualifications

Please give details:

I got 85% in my board class in school and 87% in my medical stream in higher class in my school. I got Indian DMCs from Indian govt for my good result in my high school and I have done security course in UK as well and have certificates of that.

Employment history

Your current or most recent employer

Name of employer:

Job title: customer service

Length of time with employer: 1 year

Reason for leaving: career development

Duties:

My duty was to assist the passenger who are travelling after check-in, I have to tell them which products are allowed or not through departure security and tell them to scan the boarding pass. Who may not know what steps after the check-in, I have to tell them the way of departure gate and assist them right way and also give information about gate and what time boarding is started and some of passengers who are late or miss their flight we have to stop them to pass the security gate.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

I was also worked in Tesco on retail. In this job I leaned to assist the passengers how to treat them and how to handle the difficult situation if customer is on aggressive mood and this types of skills was I used in my recent job in customer service, with the help of this skills I got more patience into my behaviour which helps me most into my recent jobs and I also learned communication skills, problem solving skills and how to handle the situations.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I have experience working with customers where I gained excellent communication skills and I have the ability to provide good customer service to the passengers using your airlines. I know how to deal with disgruntle customers in a firm but friendle way and I always maintain a professional attitude regardless of the situation have ability to explain boarding passes to the passengers that have questions about their flight such as departure and arrival times. I can learn your system quickly and have the ability to help passengers learn to use the

self check system when they need help. I am physically fit and able check in baggage and assist passengers with special needs. I have the skills and ability to learn the procedures and I am sure I am the best applicant for this job.

Right to work in the UK

Do you need a work permit to work in the UK? Yes / No

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: MANPREET KAUR

Signature: MANPREET

Date:04MAY2023

INTERVIEW QUESTIONS

- 1. Tell me about yourself?**
- 2. What are your strength and weaknesses?**
- 3. Why did you choose to become a teaching assistant rather than a teacher?**
- 4. How would you describe the primary duties to teaching assistant?**
- 5. How would you handle a situation where students were disruptive in class?**

