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Trinity Saint David
London

Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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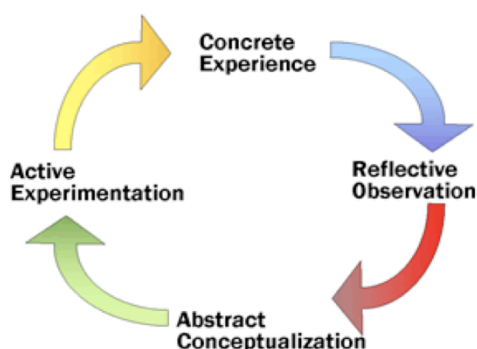
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Personal reflection on the role play: Recruitment and Selection - Applying Kolb's (1984) learning cycle

This part entails the personal reflection carried out on the role play done in class. It comprises of a recruitment and selection process between an interviewer and an applicant (Gogus and Ertek, 2016). We were provided 10 minutes to carry out our roles and I acted as an applicant applying for the position of hairdresser.

Personal reflection that is also regarded as self-reflection as the capability of an individual to evaluate and witness their own cognitive emotional and behavioral processes. It's a psychological process where an individual carries out self-observation that includes reflective awareness and reflective consciousness. Self-reflection is a process of self-awareness where an individual identifies their thinking process their actions and their reactions towards certain scenarios (Gogus and Ertek, 2016). This awareness is important specially when an individual is considering improvement in self or planning outgrowth activities for the future. Self-reflection helps in identifying the current position of the skill and knowledge level of an individual. For further total understanding of the personal reflection the Kolb's learning cycle will be implemented.

In the role play, I played the role of an applicant applying for the position of hairdresser towards the interviewer who was my colleague from university pretending to be a saloon manager. Following is a reflection to assess my learning towards this role while considering the Kolb's learning model. The Kolb's reflection model is referred as experiential learning (Gogus and Ertek, 2016).



Experiential learning refers to learning practically that can be done in any way to witness the learning physically and application of knowledge. Once the cycle of this learning model is completed a new experience will be formed for the learner from the starting point for another cycle. The cycle comprises of four steps in the experiential learning process.

- **Concrete experience-** This is the first stage that comprises the reflection of an event or experience carried out. This stage includes the interview process as the role play. I became an applicant for hairdresser position in very popular hairdressing saloon,. The manager started off with decent introduction about himself and asking me to share information about myself.

I initiated the discussion of the reason behind applying at this company for this position and I was inquired about the knowledge and skills of the individual to perform the job responsibilities (Gogus and Ertek, 2016). I was asked about the reason I left my previous job, also if I consider myself a team player and if I can work 8 hours shifts. Lastly the interview finished with the manager informing me about dates for interview results.

As an applicant, I played the role of a student who has been working since last two years for hairdressing saloon and who holds a solid experience in the field of working with customers. I portrayed my knowledge about the roles and job responsibilities of the hairdresser and my expected salary for this position (Gogus and Ertek, 2016). I discussed about my study hours and my ability to be at work for 8 hours a day.

- The next step is **reflective observation**. This step identifies the reason behind the reflection and its learning experience and its importance. The whole role play was carried out because I want to become a talent hair stylist in the future. I wanted to nourish my hairdressing skills and to be able to schedule appointments with the perfect amount of time for every customer (Gogus and Ertek, 2016). Furthermore, I wanted to get familiar with the process of being interviewed candidate for such a big company and being aware for any unknown steps and scenarios. For instance, I did not consider possibility where I could get asked to show my skills on a real person, not a mannequin. Upon carrying out this interview I was able to reflect on my ability to consider that.
- **Abstract conceptualization**. This part involves the definition of learning for the process. I learned the side of an interview for position in big company and also the different feelings witnessed. While being interviewed, I was feeling in position to answer correctly any kind of question I get required being the right fit for this position. (Gogus and Ertek, 2016). The whole process provided me learning and awareness on the interview process, the behavior and approach required, the attentiveness required, the type of discussion and how the questions are asked formally and in a mannered process, and the dress code required for interview.
- **Active experimentation**. This step is an implementation of the new learning from the event into future practice. In any other interviews I will be aware of the formatting of

answers and how to break the ice in a manner. I will try to give more information about myself not only at work but in personal life as well. As an applicant, I felt like I was in a rush to complete answers and did not emphasize on the quality of questions I was getting. I need to work on this.

- **Skills and knowledge which contribute toward working effectively**

This part identifies the skills and knowledge that help in working effectively as a hairdresser. My job as hairdresser is to provide hairstyle services to clients with high quality skills. As a hairstylist a range of different services are provided such as shampooing, cutting, coloring and styling the hair of clients (Gogus and Ertek, 2016). Different tools are also used as a hair stylist such as scissors, blow dryers, curling and flat irons which require training before implementation as it can cause severe hair issues to clients;

- I greet clients at make sure they feel comfortable at the salon
- I discuss their preferences towards her style before taking any action
- I provide washing coloring here lightning and hair conditioning services
- I can change hair textures chemically
- I provide hair cutting drying and styling facilities.

- I can cut and style wigs
- I have enough knowledge and awareness to provide recommendations on hair scalp problems
- I clean and disinfect the tools used at work after every client
- I also sell the products available at my salon.

These service offerings required various skills, awareness, and training to respond to the job effectively. First of all it requires a bachelors or master's degree in hairstyling to understand the tactics and processes of treating different hair (Gogus and Ertek, 2016). Following are some skills that I am working on and need to ace for my job;

- Creativity
- Excellent customer service skills
- Excellent listening skills
- Patience
- Self confidence
- Physical energy
- Cleanliness
- Time management skills
- Capability to work in teams
- Making sales for the salon.

- **My personal strengths and areas for further development**

This part identifies my personal strengths and areas for further developments towards my job. Following are my personal strengths that I can use towards my job and get better outcomes towards customers satisfaction.

- I am very professional towards time management,
- I am creative towards my learning and job
- I'm always curious to know new things
- I have the courage to be brave persistent and authentic
- I am fair towards my customers
- I hold gratitude and humor towards my clients
- I am a strong team player

- I have the capability to deliver tough projects under small deadlines
- I am committed towards professional development
- I am perspective towards my career development.

My employment goals and develop a personal action plan/development plan

My professional career pathway is:	
My professional career pathway is to own a hairdressing salon. This will require years of hard work and funds raising to open a salon at the right location that is accessible by the customers.	
What are my current strengths?	
My current strengths are; • I have expertise in my future goal that is hairdressing and styling (Gogus and Ertek, 2016) • I have sufficient firm funds saved up to open a salon of my own • I have good relations with my clients to offer them a new hairdressing salon of my own • I am efficient towards time management at work • I cater to employ concerns after getting done with my job in the form of after sales service • I make sure to charge the right cost according to the service provided • I'm honest and transparent about the services I provide to the clients and the	

products that I use

- I make sure no client waits excessively to get their services done

What are my achievements and areas of success since the beginning of the module/programme.

My achievements in the areas of hairstyling profession are as follows;

- I have achieved a degree of hairstyling
- I have an experience of five years in this profession
- My clients always pass positive comments about my services
- *I have a strong client retention which proves the effectiveness of my service*
- *I make sure to deliver my services on the right time of appointment to avoid waiting for clients*
- *I have received at the hairdresser of the ear award at my salon two times in a row (Gogus and Ertek, 2016)*

In what areas do I need to develop?

I need to work on several areas to upgrade my service towards the clients;

- I panic very quickly when things go wrong at work
- I need to work on the scheduling of appointments
- I need to work towards my communication skills with the clients
- I need to work more on accepting my mistakes
- I have to gain more learning towards here coloring techniques

- I have to keep upgrading my services through attaining training and workshops

Why is it important to improve in these areas?

Improving in these areas will help me in upgrading my service providers towards the clients and result in greater client satisfaction. Furthermore, achievement of these skills will help me in upgrading my salon services when I open my own salon (Gogus and Ertek, 2016).

- What further action do I need to take now?

Actions to be taken – things to do, people to see (given dates)	
The areas that I need to work further on is. • 15-April- 2022, To arrange a training of the workshop for upgrading my current knowledge about hair services. • 1-May-2022, I need to join more classes on the learning towards client satisfaction and communication. • 17-May-2022, I can take seminars on effective communication with customers to ensure their concerns and queries are resolved (Gogus and Ertek, 2016).	

- **My short - medium – long term targets for the development of my own professional career pathway** (using Specific, Measurable, Agreed, Realistic, Time-bound –SMART targets)

Short-term plan (3 -6 months)	
<u>Specific</u>	Upgrade my current knowledge about hair services
<u>Measurable</u>	I will measure its effectiveness through measuring client satisfaction and number of positive responses per month
<u>Agreed</u>	I need to improve my knowledge to align my services with industry best practices (Gogus and Ertek, 2016)
<u>Realistic</u>	I will achieve this goal through registering for seminars and workshops,
<u>Time-Bound</u>	It will take three months approximately to upgrade my knowledge
Medium-term plan (1-2 years)	
<u>Specific</u>	My goal is to upgrade my communication skills and client appointments skills
<u>Measurable</u>	I will measure its effectiveness through assessing clients reviews and my performance appraisal results by the end of each quarter at work (Gogus and Ertek, 2016),
<u>Agreed</u>	This goal requires consideration and active learning practically to implement the learning towards the clients,

<u>Realistic</u>	The goal provides me the capability to link with my clients better and improve my services (Gogus and Ertek, 2016)
<u>Time-Bound</u>	I will achieve this goal in a time period of 1 year 3 months.
Long-term plan (2-5 years)	
<u>Specific</u>	To open a hair dressing salon of my own
<u>Agreed</u>	This will require time and funds, but I have to work out the whole business plan
<u>Realistic</u>	It will be named after me and provide all services to the clients that I currently provide
<u>Time-Bound</u>	It will take 3 to 5 years to flourish and stabilize

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Appendix A: The questions asked in the role play (A1)

- Tell me about yourself?
- Reason you left previous job?
- What knowledge and skills are needed to perform the job well?
- Do you consider yourself a team player?
- Are you able to work 8 hours shifts?

Appendix B: Application Form completed as applicant for the role play (A1).

Job application form

Application for Hairdresser

Name: Magdalena Kovacheva
2030039@student.uwtsd.ac.uk

Education and training

Bedford school -graduated in 2018

Northampton college 2018-2020
(trained as a hairdresser)

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Qualifications

Certificate for a professional hairdresser- gained in 2020 after successful theory and practical exams.

Certificate for First Aider –gained on 11/02 after successful theory and practical exams

Employment history

Name of employer: 'Barnets'

Job title: Hairdresser

Length of time with employer: 2 years

Reason for leaving: I'd like to work in bigger saloon and earn more money.

Duties: Cutting, colouring, washing and drying lady's hairs

Previous employers

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

I have worked in Waitrose distribution centre as a warehouse operative for 1 year. I learned how to pick, pack, ship, etc. orders and deal with the whole process of receiving a product to its departure to the final destination. I also worked in Amazon Fulfilment centre for 9 months doing pretty much the same processes.

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 applied for the position as a „hairdresser“ because, I’ve been qualified for this position. I studied hairdressing in „Northampton College“ for 2 years and passed my degree as a hairdresser. I have experience as I have worked in a hair salon for 2 years, and I learned lots of skills, while being in the salon and going to extra classes. My best areas of expertises are creative hairstyles, as prom or wedding hairstyles, and also i am very good with colour expectations as blending and deciding best suitable colours for skin tones. I think I will be very good for this position, as I have the experience in this industry, the talent and the qualification

Right to work in the UK /YES

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

References

Mark Formichi- marcformichi@gmail.com

Sam Newton- samnewton@gmail.com

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: Magdalena Kovacheva

Signature: Maggie

Date:10/04/2022