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Module: professional development within health and social care

Module code: LCHS4009

Lecturer: Zarah Ahmed

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Professional Summary

Motivated and reliable professional with hands-on experience in customer service, food preparation, and healthcare support. Skilled at working in fast-paced environments such as cafés, fast food, and retail, with a strong ability to stay calm and professional during challenging customer interactions. Currently pursuing a degree in Health and Social Care, building a foundation for a future career in care or support services. Known for being adaptable, team-oriented, and dedicated to delivering excellent service in every role.

Work Experience

Barista

Jamaica Blue Café, Wednesbury

August 2022 – Present

- Prepared high-quality coffee and espresso-based drinks
- Maintained a clean and welcoming environment
- Delivered friendly and efficient customer service

- Managed stock levels and handled cash/card payments

Crew Member

McDonald's, Great Bridge

2022 – 2025

- Operated headset and drive-thru system
- Prepared food to hygiene and safety standards
- Assisted with customer orders and resolved issues
- Maintained cleanliness of front- and back-of-house areas

Crew Member

McDonald's, West Bromwich (All Saints Way)

September 2021 – 2022

- Served customers at the counter and drive-thru
- Worked collaboratively with team members in a fast-paced setting
- Handled food prep and kitchen responsibilities
- Maintained cleanliness and followed company policies

Pharmacy Assistant (Apprenticeship)

Khaira Pharmacy, West Bromwich

Early 2021 – April 2021

- Assisted in organizing products and stocking shelves
- Helped customers with basic queries and directed them to the pharmacist
- Supported store operations and learned customer service within a healthcare environment

Education

BA (Hons) Health and Social Care (In Progress)

University – Currently studying Levels 4, 5, and 6

- Building academic knowledge in healthcare, safeguarding, and care practices
- Preparing for a future career in the health or care sectors

Level 1 & 2 Diploma in Health and Social Care

Sandwell College

- Completed foundational studies in health and social care
- Gained understanding of patient needs, care routines, and legal responsibilities

Skills

- Conflict resolution and calm under pressure
- Customer service and communication
- Time management and multitasking
- Knowledge of hygiene and food safety procedures
- Retail and café operations experience
- Basic pharmacy and healthcare awareness
- Reliable, punctual, and hardworking
- Team collaboration and adaptability

I am applying for the role of Pharmacy assistant because I have a strong interest in healthcare and enjoy helping people. My long-term career aim is to build a successful field in pharmacy, where I can support patients, work as part of a professional healthcare team, and continue developing my knowledge and skills. I am reliable, hardworking, and a caring person who takes pride in completing tasks accurately and providing excellent customer service. I believe that working as a pharmacy assistant would allow me to make a positive difference in people's lives while gaining valuable experience in the healthcare sector.

My education has helped me develop a range of skills that are important for this role. Through my studies, I have improved my communication, organisation, and problem-solving abilities. I also learned the importance of following instructions carefully, meeting deadlines, and working responsibly. These experiences have taught me to stay focused, pay close attention to detail, and work effectively both independently as part of a team. I understand that accuracy is essential in a pharmacy environment, where mistakes can have major consequences.

One of my greatest strengths is my ability to communicate with people from diverse backgrounds in a polite, respectful, and friendly manner. I enjoy helping others and listening carefully to their needs. I am patient, understanding and able to remain

calm in busy situations. These qualities would help, provide excellent customer service, answer basic enquires, and support patients while ensuring they feel welcomed and respected.

I also have strong organisational skills and can manage my time effectively. I understand the importance of keeping records accurately, maintaining confidentiality, and following health and safety procedures. I am confident using computers and learning new systems quickly, which would help me carry out administrative tasks such as updating records, managing the supervision of qualified pharmacy staff.

I believe I would be a valuable employee because I have a positive attitude, a strong work ethic, and a genuine passion for helping others. I am motivated to learn about medicines, healthcare and patient care while contributing to the smooth running of the pharmacy. I am committed to providing excellent customer service and supporting the pharmacy team and the patients I will serve.

Overall, I am excited about the opportunity to begin my career as a pharmacy assistant. I am eager to continue learning, develop my career in healthcare, and make a positive contribution to both the pharmacy team and the patients I will serve.

Personal development plan- pharmacy assistant

My goal is to develop the knowledge, skills and experience needed to become a successful pharmacy assistant and progress within the healthcare sector. Over the next two years, I will focus on improving my professions, skills, gaining relevant qualifications, and building practical experience.

Goal 1 gain a pharmacy qualification

How I will achieve this:

- . Enrol in the pharmacy training programme.
- . Attend all training sessions and complete coursework on time.
- . Apply my learning I'm the workplace under the guidance of experienced pharmacy staff.

Timescale: within 12-18months

How I will check my progress:

I will keep track of completed units, review feedback for, tutors and supervisions, and regularly assess my understanding of pharmacy procedures and medicines.

Goal 2: improve my communication and customer service skills

Build confidence when communicating with customers, patients and colleagues while providing excellent customer service.

How I will achieve this:

- . observe experienced team members when inter with customers
- . ask for feedback from supervisors on my communication skills.
- . Complete any customer service training offered by my employer.
- . Practice active listening and professional communication everyday

Timescale: within throughout the next two years

How I will check my progress:

I will reflect on customer interactions, record feedback from managers and find areas where I can continue to improve my confidence and communication.

Goal 3: develop my knowledge of medicines and pharmacy procedures

Objective: increase my understanding of medicines, prescription processes, stock management, and health and safety regulations.

How I will achieve this:

- . Learn from experienced pharmacists and technicians.
- . Read pharmacy guidance and training materials regularly.
- . participate in workplace training and ask questions whenever I need clarification.
- . Gain experience handling stock, dispensing procedures, and support patient confidentiality.

Timescale: within the next two years

How I will monitor my progress :

I will regularly review what I have learned with my supervisor, complete workplace training successfully. And demonstrate that I can carry out pharmacy y tasks safely and accurately.

Monitor and evaluation

To ensure I achieve these goals I will review my progress every three months. I will keep a record of completed training qualifications, feedback from supervisors, and new responsibilities I have taken on. By reflecting on my strengths and identifying areas for improvement, I can adjust my development plan if necessary. Successfully achieving see goals will prepare me for greater responsibilities as a pharmacy assistant and provide opportunities for future career progression within pharmacy profession.

Critical reflection on my ICHS4009 Component 1 presentation using Gibbs's reflective cycle

For my LCHS4009 component 1 assessments delivered a presentation about the role of a Pharmacy Assistant. The aim of my presentation was to explain the responsibilities of a pharmacy assistant, the skills required for the role, and why I am interested in pursuing this profession I used a PowerPoint presentation to organise my information and help me stay focused throughout my presentation. I prepared in advance by researching the role and creating slides that summarised the key points. My lecturer provided feedback after my presentation, highlighting I need to improve my time management because I spoke too quickly.

Before delivering my presentation, I felt nervous because I was speaking in front of my lecturer although I had prepared well, I was worried about making mistakes or forgetting what I wanted to say. As I began presenting, I started to feel more comfortable and my confidence gradually improved. I felt that I knew my topic well, which helped me continue even though I was still slightly nervous. After completing the presentation, I felt relieved and pleased that I had finished. I believed that I had delivered it well overall and was happy that I had been able to explain the role of a pharmacy assistant clearly.

However, there were also areas where I could improve, my lecturer commented that my time management needs an improvement because I spoke too quickly. Speaking at a fast pace may have made it more difficult for the audience to understand some of the information, and it reduced the impact of my presentation. Although I stayed within the time limit by using my PowerPoint slides, I recognise that slowing down would have improved the overall quality of my delivery.

Using Gibbs's reflective cycle has helped me understand how my preparation and emotions affected my performance. Feeling nervous is common when presenting, but I realise that my nerves caused me to speak faster than usual. This demonstrates that presentation skills involve not only having good knowledge of a topic but also communicating information clearly and confidently.

The feedback from my lecture was constructive because it identified a specific area that I can improve. Effective time management during presentations is important because it allows the presenter to speak at an appropriate pace, emphasise key points, and ensure the audience can understand the information. In future presentations, I need to focus on controlling my pace rather than rushing through my slides.

Overall, I believe my presentation was successful because I demonstrated a good understanding of the pharmacy assistant role and presented my information in a clear and organised way. Despite feeling nervous at the beginning, I became more confident as the presentation progressed. The

feedback I received make me realise that improving my time management and slowly my speech will help me become become a more effective presenter. This reflection has shown me that the presentation skills developed through practice and constructive feedback.

For future presentations, I will practice my presentation several times before the assessment to become more confident with the content and timing. I will use a timer during rehearsals to ensure I maintain a steady pace and avoid speaking too quickly. I will also pause between key points, take deep breaths if I feel nervous, and maintain eye contact with my audience to improve my communication. Finally, I will continue to seek feedback from lecturers and reflect on my performance after each presentation. By following this action plan, I aim to improve improve my presentation skills increase my confidence and perform more effectively in future academic unprofessional situations.