

Employability Portfolio

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Component One

The following four pages show an old outdated CV that was created prior to this module taking place, followed by a new current CV that was created as a result of this module. The red annotations on the new CV show what has changed and why.

Curriculum Vitae**Personal Details**

Name: Amy Elizabeth Williams Date Of Birth: 01 June 1989

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Personal Profile

I would class myself as an enthusiastic individual who is always dedicated to the task at hand. I love exploring new ideas and learning new things, if an opportunity to expand within my job role comes up I will not pass it by; an example of this would be the QCF level 2 diploma in Health and Social Care that I was offered to do and completed within my current job role with Allied Healthcare. I am also currently working on my level 3.

One of my strongest qualities would be my level of customer service. Alongside my QCF and my three and a half years' experience working as a carer aiding clients in their own home, I have plenty of experience with working with customers. That includes my two years at the Virgin Media Call Centre and my job roles previously to that, I have worked at Parc-Y-Scarlets where I was selling food and drink to customers and even my first job role was in a local store aiding customers on the shop floor before I was even old enough to legally be allowed serve behind a till.

Qualifications

GCSEs		Other Qualifications	
Science (double award:	Cc	Application Of Number Key Skill	Level 2
English Language	C	Communication Key Skill	Level 3
English Literature	C		
Mathematics	B	National Diploma in Computing	DMM
Religious Studies	B		
Sociology	B	Higher National Diploma In	
Art	B	Computing	MMM
Welsh	A		
ICT	A*	QCF Health and Social Care	Level 2

Employment

Spar Burry Port	2005 - 2007	At my time in the Spar I cleaned the store, stocked the shop floor and assisted customers
Classic PVC Home Improvement LTD, Llanelli	2007 - 2008	At my time in Classic PVC I processed customer's orders onto the PC and dealt with some customer telephone calls and other general office roles.
Parc – Y – Scarlets Llanelli	2008 - 2009	During my time at Parc-Y-Scarlets I served customers food and drink on match days and assisted with the General cleanliness of the food kiosk.
Manpower LTD Virgin Media Swansea	2009 – 2012	For Manpower I answered customer service calls from virgin media customers. These calls involve a numerous amount of different things; from simply taking payments or making package changes to dealing with customer complaints and severe customer problems.
Odeon Cinemas Llanelli	2012 - 2014	With Odeon I served in both the cinema and the coffee shop. I served customers their tickets and food and drink and made hot and cold beverages and prepared food. I also assisted with general cleanliness of both behind the counter and all customer areas,
Allied Healthcare, Carmarthen	2014 - Present	Within my current job role I visit clients in their own home and assist them with their basic needs such As hygiene nutrition and medication.

References

Available on request.

AMY ELIZABETH HUGHES

DATE OF BIRTH

1st June 1989

**Full Clean DBS Check ready
and available**

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07794495229

OBJECTIVE

To care and support children. I have experienced what it is like to nurture children and watch them learn and grow from a work place setting ; however I would love to begin my career and earn my living within a child-centered environment.

This module has shown me the importance of being relevant and goal orientated. This new CV has an Objective instead of personal profile to ensure that any readers can see that clear goals are set out and that they don't have to read information that is not linked to the job role.

VOLENTERING AND EXPERIENCE

I am currently just completing my third year (Level 6) of an Early Years Education and Care Degree in the University of South Wales Trinity Saint David and I am currently on track to graduate from my degree in July 2020. As a component of this degree I have been volunteering in schools and nurseries where I have learnt a significant amount about childcare and the role expected.

My placements have taken place in the following locations:

Ysgol Bryn School, Llanelli: Nursery Class.

October 2017 – July 2018

During my two days a week at the school during these months I created a strong bond with both the children in the class and the teacher. I learnt a great deal about the running of a classroom and how to settle children into a new and unusual environment.

Ysgol Heol Goffa, Llanelli

October 2018 – December 2018

During my few months volunteering in this special needs school, I learnt about accommodating children with different and sometimes challenging needs and about the importance of inclusion.

Childsplay Nursery, Llanelli

January 2019 – April 2019.

This voluntary position has given me the privilege of learning about the care of babies. I thoroughly enjoyed learning about the difference in care and communication that this young generation requires.

New experience under taken since previous CV which is within relevant field. Baert and Vujić (2018) explain how volunteering and experience within job roles leads to gaining particular skills and knowledge which are essential within the job role you have volunteered in which will lead to a job opportunity in a similar role. This is a view that is also shared by BBC.co.uk (2019).

Overall more attractive and decorative layout, showing creativity, which is something that the previous CV lacked. Creativity is a skill valued within the workplace as it shows your ability to think differently and be able to overcome obstacles within the workplace.

SKILLS

- Time management
- Flexibility
- Hard worker
- Enthusiastic
- Creative
- Motivated

Recently developed relevant skills brought to attention to show employers that I have the skills they are looking for.

New, higher, qualifications gained through apprenticeship at current employment since last CV.

EDUCATION

BTEC HIGHER NATIONAL DIPLOMA IN COMPUTING

Coleg Sir Gar
July 2009

LEVEL 3 DIPLOMA IN HEALTH AND SOCIAL CARE

Apprenticeship through Allied Healthcare
July 2018

LEVEL 2 ESSENTIAL APPLICATION OF NUMBER SKILLS

LEVEL 3 ESSENTIAL COMMUNICATION SKILLS

LEVEL 2 ESSENTIAL DIGITAL LITERACY SKILLS

Apprenticeship through Allied Healthcare
July 2018

REFERENCES

Mrs. Alison Rees-Edwards

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Care Staff, Catref Cynnes, Johnstown,

Carmarthen, SA31 3NR

01267 246886

Many thanks for taking the time to view my CV. Please do not hesitate to contact me for further information.

WORK EXPERIENCE

CARMARTHENSHIRE COUNTY COUNCIL – HOME CARER

January 2014 – Present

My current job role was with Allied Healthcare at point of employment.

From June 2019 my contract was transferred to Carmarthenshire County Council, however my job role remains identical.

I visit clients in their home and attend to their basic daily needs. These needs can range from preparing and providing food and drink, administering medication and assisting with incontinence support. This job role deals with vulnerable people so my ability to keep their data secure and confidential is essential. I thoroughly enjoy the caring aspect of my job role and the satisfaction that that brings, however I have always been drawn to working with and caring for the younger generation.

ODEON CINEMAS LLANELLI

October 2012 – January 2014

During my time at Odeon I worked both in the cinema and in the coffee shop. I served customers and dealt with the preparation of food and drink, complying with high health and safety standards.

Only most recent employment and highest most current qualifications made available to ensure CV is relevant and to show reliability which is negated by long list of irrelevant employment history. University of Sydney (no date) states that reliability is an attribute that leads to employability.

Component Two

The following pages show a personal development plan. This is also highlighted with red annotations to show areas of most development shown during this current module.

Personal Development Plan

Area For Further Development	Why?	How?	Where?	When?
Knowledge Understand what is required of a children's counselor.	In order to know how to become a children's councilor within the community and begin my career as a counselor.	Schedule an appointment with the university's careers advisor.	University of Wales Trinity St David, Carmarthen campus.	Appointment scheduled for 3pm, Mon Oct 7 th 2019
Knowledge Learn to speak Welsh New clear concise goals which will aid toward employment	Learning welsh supports employability in roles that state welsh speaking is beneficial. It also aids in gaining confidence and social skills.	Take part in a Welsh speaking course such as the one offered by Learn Welsh (2019) which costs £90. Unfortunately this particular course commence back in September 2019. Due to this I will look for courses which begin at a later date.	Several possible locations dependent on which courses are available in the near future.	In the near future I will continue to search the Learn Welsh website and elsewhere in order to search for welsh speaking courses which start in the future.
Skills Academic Writing	To aid in the improvement of my academic writing skills, which would lead to a higher	To avoid leaving assignments until near their deadline, this is so that time is allocated for more effort to be given toward academic writing	Student Services	From today

	chance of passing my degree.	skills and improving them. Make an appointment with Student Services to speak to them regarding academic writing skills and how I could improve them.		
Skills Spelling	To enable myself not to rely heavily on spell check and improve my spelling ability. This would help improve the quality of my assignment work.	Avoid leaving assignments until close to the deadline this would result in more time being available to focus on spelling ability. It is stated. by The Guardian (no date) that you must recognize, understand and correct your spelling errors, in order to learn how to spell effectively. As a result of this I will ensure more time is allocated in order to absorb the spelling of the word and learn them as opposed to being heavily reliant on spell check within the computer as this does not aid in learning how	When working on assignments	From today

My recent choice to improve both of these skills will aid in achieving high results within my degree. The Guardian (2016) shows that those with a degree are more employable. This is also a view shared by Trought (2017) and is why I am focusing on obtaining my degree in order to go on to obtain employment.

		to actually spell the words.		
Values Team Worker	In order to work more efficiently as part of team and to make a valuable contribution to any team efforts.	Work on my social skills and surround myself in groups of three or more on a more frequent basis so I become more comfortable in social situations.	Everywhere	From today Pfrimmer (2009) suggests that good communication skills lead to effective team working skills. Therefore I am going to make an effort to work on my communication and social skills in order to improve my team working ability.
Values Non – Judgmental	So that knowledge and understanding of different cultures and ethnicities can be learnt and used within the workplace. This will ensure that everyone I deal with in the work place is treated equally and fairly.	Question people about their differences where appropriate as opposed to ignoring it as a way of learning and understanding about it. Undertake my own research about different cultures and diversities. This will assist me in being more accommodating and understanding where it is needed.	Everywhere	From today In any work place you become surrounded by many different cultures and backgrounds, being more open and inclusive to them is a value that is highly sought after within a workplace. Learning about other cultures and speaking to people from different backgrounds will also aid in improving my social and communication skills and as a result helps improve my ability to work as part of a team.

Component Three

The following contains a personal statement, which is again, annotated to highlight areas of most improvement.

Personal Statement

From a very young age, I have always wanted to work closely with children. This is because of my ever present kind-hearted and creative nature that is always looking for new ways to inspire and teach the

Realising that teaching is not the career path for myself has set me on the right track to finding out what sort of job role I would be more comfortable in and more suited for.

younger generation. However, I have recently come to discover that the prospect of becoming a teacher is not the job role for me. This is because I believe I would find being a teacher far too limiting to my creativity due to the boundaries they are set and the criteria that

teachers have to achieve. I believe that the possibilities for caring for children are limitless, and are just as unique as every individual child. This is why the idea of becoming a children's counsellor and assisting young children in need is appealing. It is an area of childcare that treats children as individuals; as opposed to part of group, where children must conform to standards so that order can be maintained. The most appealing part about being a counsellor is that there are so many ways to assist children, and it requires thinking outside of the box and a great deal of imagination in order to allow the children to

open up to you and to help them. This is an area that I excel in. I have shown this many times while helping out at various different schools. As I was in the schools as a volunteer I could spend time focusing on individual children and stretch my imagination to play games and

undertake tasks in order to discover the ways in which the child thinks and learns. This is a skill that I believe would be highly transferable as a counselor.

During this module I have discovered the importance of creativity and thinking outside of the box and it's relation to employability. Jarrotul Khoiriyah and Husamah (2018) state that being creative leads to critical thinking and the ability to solve problems. Showing evidence that you are a keen problem solver shows that you can find a way to overcome any obstacles in the workplace and therefore improves employability.

Showing my readiness to improve my team working and social skills shows that I am constantly looking for ways to improve. Reflecting on your own areas of weakness and being able to focus on improving them is a skill that is vital to employability as the more skills and competencies you have, the more employable you will become.

I have also shown how I now understand that team working skills are made up of several other skills aside from the ability to communicate effectively and that I do have other skills that aid my ability to work with others.

During my current job role as a carer for Carmarthenshire County Council I have had to show flexibility and reliability. This is alongside the job role containing a vast amount of time keeping at a high priority. Developing these attributes within this job role is essential, because it is a job role that consists of being sent to any clients house at any time. As a result of that, I need to ensure that I am available and flexible to do so. In addition to that I need to ensure that I arrive at the approximate time each client is expecting me, as they are relying on me to attend in order

to assist them with their basic needs. As well as these skills being essential while working individually, I have also discovered how important it is to have them when working as a team. Even though I am a good team worker in respect of the fact that I am flexible to the needs of other members of the team, I am currently working to improve on my communication and social skills in order to truly class myself as an effective team worker. I will continue to improve on my flexibility and time management skills. This is because I now believe that they are also skills that serve me elsewhere; I see them as attributes which are valued both in and out of a work environment. Therefore they are skills that I now value within myself as well as others as I believe they are essential to creating a productive and harmonious workplace.

During this module I have discovered the importance of demonstrating and proving skills that I have learnt which are essential to the workplace. Explaining how the skills are relevant and how you have used them before shows employers that you do understand what the skill is and how to utilize it as opposed to it just being a buzz word that they have seen on many job applications.

Critical Reflection

The module I studied was called Skills for life – employability and future pathways. This module was designed to assist students in learning about their own skills, how to develop them and how they are important in regards to employability and plans for the future. My initial reaction to this module was that it was irrelevant to my degree and I could not see how it would be useful within the workplace. However, I decided to make use of Gibbs' reflective cycle, as described by the University Of Edinburgh (2019) and was also discussed within lectures. Gibbs' cycle allowed me to go on to evaluate and analyze the situation after my initial feelings. This led me to understanding that the module would indeed become useful after my time at university when beginning to enter the world of work as it would help me become more appealing to prospective employers. This shows that I should have been more open to the module from the beginning. However, Schön (2016) discusses a different module of reflection, which is also looked at by Cambridge-community.org.uk. (no date). A part of Schön's cycle is about reflecting On Action, looking back and reflecting afterwards. This idea of reflecting afterwards as opposed to reflecting and looking to improve myself during the module would have been a more suitable method of reflection and one which I would have used if given the time to revisit the module again.

As part of this module I created a CV, as shown in Component One. I first looked at my old CV that had been created previously and that made me realize how it was unappealing and irrelevant to the job role that I had in mind. Andrews (2013) confirms that CVs need to be scripted in accordance to the job role you are applying for; this is also a view shared by Kennedy (2007). It is due to this evaluation of my old CV and realizing how irrelevant it was that led to my creating of a newer, updated CV.

As part of the module we attended an employability day. This employability day made me realize the importance of creativity within the workplace. I first thought that creativity was something experienced and used by children and had very little place within adult life. However, as Trought (2017) explains, creativity is essential to discover new innovative ways of working in an ever changing work environment. Hughes (2018) expands on this further by explaining that creativity leads to innovative thinking and problem solving, which are both essential tools within any workplace. Lubart and de Weerd-Nedherhof (2004) also support the importance of creative thinking within the workplace due to creativity and problem solving being closely linked. Therefore I decided to show my ability to be creative and think innovatively by displaying my new CV in a creative, decorative manner as well as explaining where my creative skills apply to my current job role within my personal statement.

A session within the employability day also highlighted the importance of flexibility and reliability. Trought (2017) talks about the importance of being reliable and flexible within a workplace, as these are qualities sought after by employers. Brock et al. (2017) also talk about the importance of being reliable but placing emphasis on reliability being essential when working with others. They go on to look at the importance of active listening and communication while working as a team. This, however, is an area in which I believe I am lacking. Due to the fact that my communication and team working needs improving I have added it to my personal development plan. It is quite common for me get anxious in social situations and as a result I tend to find my ability to contribute effectively to group projects and team work difficult to manage. This is something that I have decided to work on as according to Hjeltne et al. (2016) social anxiety can affect future careers. Discovering this fact has made me realize just how detrimental my inability to work effectively as a part of team could be to my career. Upon evaluating that I have decided that it is an area I need to improve on and is why I have added it to my personal development plan. Scharf (2010) also stresses the importance of communication and team work in a work place, and how social anxiety can affect it. However,

Scharf goes on to give ideas on how to combat social anxiety, such as deliberately placing yourself in groups of three or more in order to become more accustomed to social situations. Therefore I believe that with practice I will be able to improve on my communication and social skills and become a team worker in the future. This is something that will aid me well in any career that I would choose; as any job role involves collaborating with others in order to work alongside them and get the job done effectively.

If I were to revisit the module again I would aim to focus more on team orientated tasks and working with others. This is so that I could begin to develop my lack of team working skills which I have since discovered are very crucial to employability. I would also go into the module with more of an open mind from the beginning as I did not realize at first how beneficial this module would be to improving my career prospects.

Participating in this module has been beneficial to me as it has made me aware of what skills employers are looking for. It has also opened my eyes to how important gaining experience is. Baert and Vujić (2018) talk about how important volunteering is in regards to employability. They state that the experience leads to forming skills and competencies related to your chosen field that would be appealing to employers and would go on to lead to employment. This is a view that is also discussed and shared by BBC.co.uk (2019) and is what lead to me to creating a new CV that has been updated with all my new relevant volunteering roles. This module has lead me to realize that there are many different skills that employers look for and that there is always room to improve them. It is this idea of constantly improving skills is how I believe my employability will be improved as a result of this module. As The Guardian (2019) states, continuous development is the key to improving your employability.

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