

Module name: Professional development within Health and Social Care

Module code: LCHS4005-LON

Module leader: Lloyd Beharry GP 1,2

Student name: Joyce Heidinger

Student ID: 2133752

Employability can be defined as the skills , abilities and qualifications that allow a person to be suitable for a job/ jobs (Cambridge dictionary, 2023).

This assignment will provide insight into employment such as the recruitment process and how candidates are selected. This essay will also look into and reflect on the interview role play performed in week 9. Moreover, employment regulations and professional development within health and social care will also be discussed.

The employment relationship can be defined as the legal link between an employer and employee. It occurs in any circumstance where a person undertakes work or responsibilities in return for monetary gain (International labour organisation,2011).

The recruitment process has to be unbiased, well organised and effective. Recruitment can be defined as identifying and screening a roster of potentially qualified applicants (Indeed, 2023a). The process consists of advertisement, job description, person specification, application forms and shortlisting. The employer/company has to take into account how to make the recruitment process cost effective in terms of advertisement and selection methods. As well as, obtaining a good number of candidates that are suitable for the job role whilst also ensuring the filtering process and selection of candidates is made on merit not bias.

A job advertisement can be published online through social networking websites, media and the radio. Recruitment agencies, Job centres or sources may be used to advertise jobs.

A job advertisement usually consists of a job description which is documentation that highlights the duties, responsibilities, tasks and workplace conditions (Collins English dictionary,2023). Moreover, a person specification may also be included to provide a criteria that can eliminate clients that would be unsuitable for the role. It includes skills,experience, qualifications and knowledge. An essential and desirable criteria is often included to allow applicants who may not have certain skills or qualifications to still apply. A person specification aims to provide objectivity and allow the employer to be able to compare applicants. Furthermore, once employers have obtained a quota of potential candidates from

job applications received. There has to be a selection process to filter the candidates; selection methods include interviews, tests such as literacy, personality and numeracy. As well as, assessment centres and job simulations. Furthermore, another aspect of the recruitment process is vetting which includes checking applicant's references. This is usually two past employers who provide information about the candidate's experience, skills and character (Indeed,2023b).

I will be using the Kolb reflection cycle to reflect on the process of creative interview questions, completing the job application and taking upon myself the interviewee role. The aim of Kolb's reflection cycle is to allow the person using the reflective cycle to learn from their experience.

Concrete experience

This is the first stage of Kolb's reflection cycle and it requires you to experience something and describe the events and thoughts relating to that experience.

I used the internet to research job advertisements and a person's specifications for the role of a Health care assistant. I used websites such as Indeed, Prospects and NHS jobs. This gave me the ability to complete my job application form (See Appendix B). To compile the interview questions I used the university materials, reflected on previous job interviews and watched youtube videos on "how to prepare for a job interview". I compiled five interview questions which were based on trying to gain understanding of the type of individual the interviewee is and what their goals and skills are in relation to the job they have applied for (See Appendix A). I was unable to participate in the interview on the day however if I had the opportunity again to undertake the interviewer role I would make sure the interview is held in a quiet, private room with enough space for the interviewee to be comfortable. The interview would last roughly five minutes with an extra five minutes for any questions or feedback. I would then take contact details from the interviewee and inform them that they should hear back about the outcome of the interview during the week. Moreover, as an interviewee I

would arrive five minutes early to the interview to show that I have good time management skills. I would try my best to answer all the questions asked, making sure to relate all answers to my previous experience and skills as well as taking into account my body posture. For example, sitting up straight and not slouching or crossing my arms. Furthermore, I will make sure I am using positive facial expressions like direct eye contact and smiling.

Reflective observation

This is the second stage of Kolb's reflection cycle and it requires you to think about the experience with emphasis on feelings, current knowledge and prior skills. Although I was not present for the interview, reflecting on prior experience I am reminded that reviewing job descriptions and vacancies can be overwhelming and daunting as they may be requesting experience and skills I do not yet possess. Moreover, completing the job application with emphasis on trying to present myself as the best candidate so I can successfully obtain an interview can also increase negative feelings as already discussed.

As an interviewer, there may be many candidates to assess for the job position so the interview can develop feelings of inquisitiveness and curiosity. On the other hand, the interviewee's feelings of anxiety may arise as there is pressure to present a good first impression.

Abstract conceptualism

This is the third stage of Kolb's reflection cycle and it requires you to learn from the experience by focusing on what went well and what did not go well. The process of reviewing job advertisements and job descriptions was successful as I was able to ascertain the skills and experience needed to secure a role as a Health Care Assistant. I was also able to learn about the possible careers that can develop from being a Health care assistant and

the qualifications needed to make me a suitable candidate. Moreover, what did not go well was that I was not able to participate in the interview so I was not able to experience that aspect of the recruitment process. Moreover, I also did not use the person specification to assess whether I would be a suitable candidate, this made it difficult to complete my job application.

Active experimentation

The final stage of Kolb's reflection cycle is in regards to learning from the experience by expressing what I would do in the future. In future I would read different person specifications for the role I am applying for and for future career roles so I can start building my portfolio to meet the desirable and essential criteria. I would also research questions to ask the interviewer at the end of my interview such as ways in which they support their employees with career progression to assess whether the organisation I am applying for would be supportive of my future professional development (University of Hull, 2022)

There are laws and regulations that are put in place to govern the employment relationship for the safety and fair treatment of both the employer and employee.

The main legislations include: The Health and Safety Act (1974), The Employment Act (1996), The Equality Act (2010) and the Rehabilitation of Offenders Act (1974).

The Health and Safety at work Act (1974) is an Act of Parliament which provides a framework to manage health and safety in a workplace. The Legislation defines the general duties of employers and employees. First example, employers have a responsibility to provide staff with adequate training on health and safety procedures, a written health and safety policy must be accessible to employees and employers have to provide a safe

working environment. Facilities such as a toilet, bathroom with clean water, a clean environment to eat and drink.

It is the responsibility of the employee to conduct themselves in a manner that takes into account the health and safety of themselves and others around them. The employee also has to comply and be up to date with all health and safety training and regulations.

The Employment act (1996) is legislation that governs the terms and conditions of employment. It refers to an employee's rights regarding unfair dismissal, wage protection, zero hour contracts, redundancy payments, flexible working, work suspension and termination of employment. For example, a full time employee is entitled to a minimum of twenty eight days annual leave in a year. Another example is, that the working week is limited to an average of forty eight hours. Moreover, employers are legally prohibited to discriminate during the interviewing process, shortlisting and advertising. Furthermore , employers are unable to discriminate against current employees in regards to training and promotion.

The Equality Act (2010) aims to prevent discrimination by making it illegal for employers to discriminate against employees or potential applicants because of protected characteristics such as: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and Belief, Sex and Sexual orientation.

The Rehabilitation of offenders act (1974) allows people who have had a prison sentence of less than four years the right to not disclose spent convictions and cautions when applying for most jobs.

Career development is defined as a lifelong journey that includes the process of selecting a career path, enhancing skills and qualifications to allow for career progression (McKay, 2020). Most employers have skills and qualities they would like an employee to have such as Integrity, problem solving skills, good communication, ambition and good teamwork. For example, integrity shows an employee will be honest and treat everyone with respect irrespective of their status in society. Also, good problem solving skills shows an employee is able to use their own initiative. Furthermore, good communication is essential because it allows for seamless working between employers, patients and employees which also allows for good teamwork.

Qualities such as good communication and integrity are classified as soft skills as they refer to personality and behaviour traits.

To be able to identify what soft skills and what I need to improve. I have used the SWOT analysis which includes strengths, weaknesses, opportunities and threats (See appendix C).

Another way to learn more about myself so I can utilise it for career development is to identify my learning style. For example, the VAK learning style model which was constructed in 1920 claims that people are either visual, auditory and kinesthetic learners. However, some people can be a mix of all three learning styles. The VAK model uses a questionnaire which consists of sixteen questions. After completing the questionnaire, it concluded that my learning style is Kinesthetic which means I learn by doing and practicals. This seems fitting to me because I am intrigued by the role of a Health Care Assistant and Nurse which are roles that involve simulations, hands on tasks and practicals (Lupton, 2022).

Hard skills refers to training, qualifications and technical knowledge in relation to the job. Completing the certificate of Health and Social Care will allow me to progress to the Bsc Health and Social care so I can obtain a degree. Furthermore, I would like to apply for Health

Care Assistant Roles in the hospital and community so I can gain clinical experience before applying for a nursing role.

In conclusion, the recruitment process consists of job advertisements, job descriptions, person specifications, application forms, selection process such as interviews, shortlisting process and references. There are laws and legislations that govern this process and the relationship between an employer and employee. For example, the Employment Act (1996), Equality Act (2010), Health and Safety at Work Act (1974). This prevents unlawful discrimination in the workplace and ensures all employees are treated fairly.

Moreover, I used the Kolb reflective cycle to reflect on my experience completing a job application and the interview that took place on week 9. The reflective cycle consists of four stages: Concrete experience, Reflective observation, Abstract conceptualism and Active experimentation. Furthermore, in regards to career development I used the SWOT analysis and the VAK questionnaire to identify my soft skills so I can identify what skills to include in future job applications.

Reference

Cambridge Dictionary (2023) *Employability*. Available at:
<https://dictionary.cambridge.org/dictionary/english/employability> (Accessed: May 6, 2023).

Collins English dictionary (2023) *Job description definition and meaning*. Available at:
<https://www.collinsdictionary.com/dictionary/english/job-description> (Accessed: May 8, 2023).

International labour organisation (2011) *Employment relationship*. Available at:
https://ilo.org/ifpdial/areas-of-work/labour-law/WCMS_CON_TXT_IFPDIAL_EMPREL_EN/lang-en/index.htm#:~:text=The%20employment%20relationship%20is%20the,conditions%20in%20return%20for%20remuneration. (Accessed: May 6, 2023).

Indeed (2023a) *What is the definition of recruitment?*. Available at:
<https://www.indeed.com/hire/c/info/recruitment-definition> (Accessed: May 8, 2023).

Indeed (2023b) *What is a job reference? (definition, types and examples)*. Available at:
<https://au.indeed.com/career-advice/resumes-cover-letters/what-is-a-job-reference> (Accessed: May 8, 2023).

Lupton, K. (2022) *What are VAK Learning styles and what learning style suits you?, Youth Employment UK*. Available at:
<https://www.youthemployment.org.uk/what-are-vak-learning-styles-and-what-learning-style-suits-you/#:~:text=VAK%20is%20an%20acronym%20that,ess%2Dthet%2Dik.> (Accessed: 09 May 2023).

McKay, D.R. (2020) *What is career development?, The Balance*. Available at:
<https://www.thebalancemoney.com/what-is-career-development-525496> (Accessed: 09 May 2023).

The Health and Safety at Work Act 1974, c. 37. Available at:
<https://www.legislation.gov.uk/ukpga/1974/37/section/2>

The Employment Act 1996, c. 18. Available at:
<https://www.legislation.gov.uk/ukpga/1996/18/contents>

The Equality Act 2010, c. 15. Available at:
<https://www.legislation.gov.uk/ukpga/2010/15/contents>

The Rehabilitation of Offenders Act (1974), c.53. Available at:
<https://www.legislation.gov.uk/ukpga/1974/53>

University of Hull (2022) *Kolb - Reflective writing - LibGuides*. Available at:
<https://libguides.hull.ac.uk/reflectivewriting/kolb> (Accessed: May 8, 2023).

Appendix A

Interviewer questions

Why did you apply for this job?

What are your strengths?

What are your weaknesses?

What will you contribute to the team and role?

What are your future career plans

Appendix B

Job application form

Health Care Assistant

Your details

Name: Joyce Heidinger

Education and training

Please give details:

Newham College of further education/ Hair and beauty (Level 2 NVQ)
September 2012 - February 2014, Eastham

Qualifications

Please give details:

NOCN functional skills qualification in English
Gateway Qualifications Level 1 Award in Employability skills
Gateway Qualifications Level 2 Award Progression
Level 2 City & Guilds Diploma in Women's and Men's hairdressing
Royal Society for public health- Level 2 Award in Food safety in catering

Employment history

Your current or most recent employer

Name of employer: Lady Joyce Hairdressing

Job title: Hairdresser

Length of time with employer: 2014 - present

Reason for leaving:

Duties:

I manage my own business and finances.
I specialise in the braiding of afro textured hair but I also provide other services such as wig-making, shampooing, conditioning, cutting, styling and trimming.

Previous employers

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

Ceme Nursery/ Cleaner

September 2011 - December 2011,Dagenham

Cleaning Nursery rooms to a high standard by vacuuming, dusting,disposing of rubbish and cleaning down surfaces.

Supporting statement

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

I am a fast learner- I was able to pick up and perfect my hairdressing skills quickly so I could start a business. All my clients say that I am very approachable and they like the way I communicate with them. Moreover, I'm very flexible when it comes to dealing with various types of clients because of my business. In addition to this, I am fluent in German, English and Twi.

I am able to follow instructions and procedures as hairdressers use different chemicals that need to be followed carefully. This is important because as a health care assistant you have to be hands on with patients, using different machines and equipment.

As well as this I am very organised which will benefit the team I work with and the patients.

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: Joyce Heidinger

Signature: JH

Date:

Appendix C

SWOT analysis

Strengths • I am highly motivated • I enjoy learning new practical things • Good interpersonal skills • Kinesthetic learner	Weaknesses • I can be a procrastinate when it comes to assignments • I do not enjoy presentations. • Self criticism
Opportunities • Completing a degree • Finding work experience	Threats • Poor work life balance • Worried about my age and the length of time required to complete my long term goals.