



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David



PROFESSIONAL CAREER DEVELOPMENT

CERTIFICATE OF HIGHER EDUCATION FOR WORKPLACE (HEALTH AND SOCIAL
CARE)



STUDENT: DERCIA DEJANIRA ZOMBO DIAS (2020740)

MODULE CODE: BMSW4005
LECTURER: RITA UKACHI-LOIS

In this report, I will reflect on the role I have played with my colleagues, and I will chart my growth in a career in health and social care, knowledge and qualities acquired and how I intend to improve my career. I will use the Gibbs method to demonstrate, which will also be explained before applying.

Gibbs Reflection Cycle One of the most famous cyclical reflection models takes you through the six stages of discovery of experience: description, feelings, evaluation, analysis, conclusion, and plan of action. Overview The Gibbs Reflex Cycle was developed in 1988 by Graham.

1. Description: Describe in detail the situation you want to improve. A negotiation, a decision you make, a discussion with your employee, etc.
2. Feelings: think about how you feel in this situation, how you deal with it. Do you feel insecure? Do you feel determined yet? Have you procrastinated yet?
3. Evaluation: Evaluate the experience and its results, objectively. What does this lead to, what works, what does not work, etc.
4. Analysis: Analyse the reasons for the outcome of this situation. Why something works or does not work. Why did you make this decision, etc.
5. Conclusion: Get the Lessons from this Analysis; How to do things better. What could have been done better? What could be done in a different way?
6. Action plan: Develop and execute a plan to make things better. Apply the conclusions obtained in this cycle.

The purpose of professional development is to strengthen the knowledge and skills that enable improvement for individuals, schools, and districts, with the aim of improving student performance. Employees will also become better workers through professional development. By acquiring the right skills for their careers, employees will be more productive and productive, contributing to the success of the companies they work for. Finally, career growth can open new opportunities for employees.

Personal and professional development is a journey to enhance your skills for the growth of companies and people, and at the same time it will create the ability to look deeply into things and have an awareness of life. It will make a person flexible so that he can face any life situation and can make decisions easily.

Using this method of SWOT analysis in the organisation, SWOT stands for Strengths, Weaknesses, Opportunities and Threats. In this analysis, employees can

know their strengths and weaknesses. It will also let them know the opportunities and threats to them in the future.

At the age of 17 I came from Portugal to finish my studies and look for better conditions of work and life. I ended up finding it, but I had the foreign language as an obstacle, so I started by taking the ESOL course, so that I could improve my English. After a year, with the complete course, I managed to enter the college and take the health course, level 1. Since I did not have much experience in the health sector, at 18 I started working at Mc' Donalds, the place where he helped me to gain all my qualities that I have today, such as communication, teamwork, time management, organisation, problem solving, etc. All these skills have helped me a lot in the past and are helping me in the present in my current job as a caretaker. Today I am at the university, and I know that I will be able to become a good psychologist, because with each passing day I am improving my knowledge and with the help of my lectures, which have contributed immensely to my personal and professional evolution.

I am currently working as a care in the sector of health and social care, and since then I have acquired many qualities and a lot of knowledge. My progress as a care has helped me to be more productive, and every day I learn new things, which are especially useful for my daily activities, so I learn very well, continuous training to keep my knowledge up to date. I can also identify the type of work I am happiest by learning about myself and focusing on self-development.

The love I have for my patients, made me gain a love for psychology, which is the reason I am following health and social care at the university, in the future I will also get a master's degree in psychology and criminology, which and something I'm very excited to progress. A psychologist's goal is to study and treat people who have mental illnesses or emotional difficulties, or to provide research into human behaviour and how people think. Becoming a psychologist can be a rewarding but also challenging field. A psychologist needs a diverse set of skills and characteristics to be successful at work and improve outcomes for their clients. Being a psychologist or studying psychology is not easy, I will face many challenges, and I must be ready to face them. I will meet people with different personalities, with different stories and different problems, which I meet every day in my current job. Each case is different, each person has their own way of being treated, it seems not, but it also helps me psychologically and I also acquire more knowledge of certain diseases, many of them rare.

I intend to achieve my goal in 4 years from now, to become a psychologist with great recognition and to open a practice in Wales. However, I am gaining experience in other types of work, even in health, the more knowledge, the more opportunities to progress will appear.

Recruitment and Selection

Role play look at how applicants would method demanding conditions that often arise with inside the enterprise world.

Collaborating with a colleague allowed me to find myself as a conversation partner and interviewer in situations that often occur in the professional world. I took this opportunity very seriously because I know it might be the only situation where I can evaluate myself before facing a real interview. That is why I prepared myself to be as professional as possible. When the interview started, we did well. We were both extremely comfortable and we already knew each other which helped to keep calm and with a lot of intimacy. However, I think the most important thing that made the interview with smooth is that we changed the interview strategy from informal questions to immediate and active participation in the field. It made her feel like the interviewer / interviewee was having a normal conversation rather than dynamic.

The questions and application I asked as an interviewer are below, as is clear and mentioned in my presentation that there are lots of improvements and practices! It is called an application like care, but before doing that, I first looked at the job in question, from time to salary. In the interview part, I tried to provide enough information when the selection stage came. I had enough content for analysis and the selection was successful!

As an interviewer, I examined my colleagues' application forms before the interview to gather the necessary information, and on the day of the interview, the interviewee answered all questions accurately and clearly. If it were in the work environment, she would have passed the interview because she had sufficient requirements for it.

After playing the role, I concluded that for a successful job interview, we must have body language, eye contact, posture and stay calm, and before going to the interview, do your research. Look at the work they do, and about the company, which is also especially important to the success of the application.

1. Have you done this job?

2. Why are you interested in this job?

3. Tell me about your work experience

4. Why did you come to this company?

5. How many hours can you work?

6. Have you got any question for me?

During the recruitment and selection process, employers need to pay more attention to and be aware of the candidate's skills, abilities, knowledge, and experience. Employers need to be aware of these requirements for candidates so that they can be fully applied to the organisation and integrated into the organisational culture. These skills also help improve the performance and profitability of your organisation. In addition, because you can fully demonstrate your skills, you will be fully satisfied with the work of your employees. From an employer's point of view, before starting the hiring and selection process, employers have the type of employee they are looking for and the experience that potential employees need to have. You need to have a clear idea of the type. Reducing the number of applicants who are clearly under-qualified or overqualified will help employers increase the success rate of the selection process. Therefore, the employer must also ensure that the organisation's offer indicates the applicant's wishes, such as salary, working hours, working conditions, and working environment. This helps reduce the chances of hiring and quitting an employee in a short period of time.

Conclusion

In this report, we conclude that it is important to know yourself. To achieve all my goals, I need to work on myself, my skills, and my personality. In addition, the role-plays that take place in class and are explored here help you understand your strengths and weaknesses, and you are aware of all your potential.

Section 1 - PERSONAL INFORMATION

	Title (Mr, Mrs, Ms, Dr, etc.):	Miss
	First / Middle name:	Dercia Dejanira Zombo

Please attach a photograph of yourself here	Surname:	Dias
	Primary Tel No:	07399546022
	Secondary Tel No:	
	Email address:	derciadidas_2000@hotmail.com
	National Insurance No:	SY665137B
Address:	10 Maud Avenue	Notes (Office use only):
Postcode:	LS11 7 DN	
Video call details	Skype:- derciadidas_2000 Facetime:- Dercia Dias	Messenger: - Dercia Dias WhatsApp: - 07399546022 Other: -

Section 2 - NEXT OF KIN			
Surname:	Pedro	First name:	Rosalia
Address:	35 The Height West	Tel No:	
		Mobile No:	07377369730
		Emergency Contact No:	07377369730
		Relationship to you:	Cousin
Postcode:	LS12 3TY		



Section 3 - POSITION APPLIED FOR:

CAREWORK

Home Care	☒	Live-in Carer	☐	Hospital HCA	☐
Support Worker	☒	Residential	☐	Other (Please specify below)	☐

HEALTHCARE PROFESSIONAL

Doctor / GP	☐	Qualified Nurse	☐	Midwife / Health visitor	☐
Health Care Assistant	☐	AHP	☐	Social Worker	☐
Radiographer/Sonographer	☐	Non-Medical / Non-Clinical	☐	Other (Please specify below)	☐

Section 4 - CREDENTIALS:

NMC / GMC / HCPC Number:										Expiry Date:									
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Section 5 - PASSPORT / VISA DETAILS:

Passport Nationality:	Portuguese	Passport Expiry Date:	20/09/2023
Type of Visa / Work Permit held? (e.g., Student Visa Tier 2)	Pre-settle status	Visa / Work permit expiry date:	22/10/2025
Visa Restrictions: (If applicable)			



Section 6 - EMPLOYMENT HISTORY*(Please declare from school leaving age in reverse order including any gaps)*

Dates (MM/YY) From: To:		Name, Address & Tel No. of Employer:	Job Title & Specialities covered:	Reason for Leaving:
09/2022	Present	Care Signature Christian Homecare Limited (07783597254)	Carer	
12/2018	02/2022	Ronnies LTD- A Franchise of McDonald's (01132351055)	Crew Member	I found a better job

**Section 8 - PREVIOUS APPLICATIONS**

Have you applied to Cradlefin Consultants in the past? If yes, please specify: No

Section 9 - PROFESSIONAL REFERENCES**(One reference must be your current Employer and both references need to cover the last 3 years)**

	1st Reference	2nd Reference
Name of Referee:	Ines Marcos	Telmand Barros
Address: (Business Address)	22 Bayswater Grove	35 Longroyd Place
Postcode:	LS8 5LL	LS11 5HD
Position held:	Carer	Carer
Referee's email address: (This is a mandatory requirement)	inesmeloadv@hotmail.com	Afonsodebarros@hotmail.com
Telephone No.:	07900666387	07835606009

Section 11 - PAY

To enable us to pay you as quickly and efficiently as possible we will pay direct into your Bank Account using a BACS Automatic Transfer. Details of your payment will then be sent to you by email.

Account holder name:									Dercia D Z Dias								
Bank / Building Society name:									Halifax								
Bank / Building Society address:									PO Box 548, Leeds, LS1 1WU								
Role number for automated BACS payments (Building Society only):																	
Sort Code:	1	1	-	1	1	-	6	6	Account Number:	1	2	1	2	0	1	6	9



FOR LTD COMPANY WORKERS

LTD company name:		Registration No:	
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LTD Company Address:			
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Is your LTD company registered via an umbrella company (e.g., ISS)? If so, please give details below.

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SELF EMPLOYED

UTR Number:						-					
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Section 10 – MARKETING

How did you hear about us? A friend told me about it	If recommended by an employee, please specify their name:

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Referrals
(We run a Refer a Friend Scheme so if you know someone who has Health and Social Care or NHS experience who would like to join us, we will pay a cash incentive to say Thanks. Please ask for details.)

Name & relationship to you:	Tel Number:	Email address:	Speciality	Post Code
Name & relationship to you:	Tel Number:	Email address:	Speciality	Post Code
Name & relationship to you:	Tel Number:	Email address:	Speciality	Post Code



School/College/University:	Address:	From: MM/YY	To: MM/YY	Qualification Gained:
University of Wales- Trinity Saint David, London	Winchester House, 11 Cranmer Rd, Vassal SW9 6EJ	06/21	Present	Certificate of Higher Education Skills for Workplace (Health and Social Care)
Leeds City College- Quarry Hill	Quarry Hill Campus Playhouse Square LS2 7UP Leeds	10/20	05/21	Level 1 Occupational Studies in the workplace Maths GCSE English GCSE
Leeds City College- Quarry Hill	Quarry Hill Campus Playhouse Square LS2 7UP Leeds	09/19	06/20	NCFE CACHE Level 1 Award in Introduction to Health Social Care and Children's and Young People's Settings Maths GCSE English GCSE
Leeds City College- Enfield Centre	Roundhay Road LS7 1RG Leeds	09/18	06/19	ESOL (Speaking and Listening) Maths Functional Skills



Section 12 – DECLARATION

Cradlefin requires you, to sign the below, declaration form, at the stage of the registration process, in order to confirm the following:

Privacy Statement

Your Personal data will be processed in accordance with the General Data Protection Regulations (GDPR)

- 1) We are aware of our obligations under data protection legislation, including the obligation to collect only the data that is required for our specific purpose. The information collected in this application form is specific to our recruitment exercise and necessary for the performance of the role that you have applied for. If you are recruited for the role you have applied for, or any other role you are offered by us, the information provided will then be used for the purposes of your employment with us, together with further information collected upon recruitment for those purposes.
- 2) We will treat all personal information about you with utmost integrity and confidentiality. Our data protection policy sets out our approach to ensuring that your data is processed in line with the data protection principles within current data protection legislation.
- 3) Our privacy notice for job applicants gives you information on, amongst other things, the data we will hold about you during the recruitment exercise and what we use it for. A copy of the privacy is attached to this application form.

Confidentiality

During your employment with us you will have access to Confidential Information about patients and clients. On no account must any information relating to either party be divulged to anyone other than your Branch Manager or Consultant. You should not under any circumstances discuss any information with parties outside of your working organisation (i.e.

Family members, friends, neighbours)

If you have received any information, you consider needs to be addressed, please call your consultant and ask for private meeting. Failure to observe these rules will be regarded as serious misconduct which may result in removal from the agency register.



Disqualification from Caring for Children (England) Regulations 2002 Declaration

By Virtue of section 65 of the Children Act 1989, as amended by the Care Standards Act 2000, a person who is disqualified from fostering a child privately is also disqualified from carrying on being concerned in the management of, or having any financial interest in, a children's home, and may not be employed in children's home, with the consent of the relevant local authority.

Section 65(4) of the Children Act 1989 provides that a person who fails to disclose to the registration authority that she/he is disqualified from carrying on, being concerned in the management of, or have a financial interest in a Children's Home (or does those things without the consent of the registration authority) shall be guilty of an offence and liable on summary conviction to imprisonment not exceeding six months or to a fine.

By signing this form, you certify that you declare no child you are a parent of has been made the subject of a Care Order at any time or has been removed from your care by a court order other than a custody or court order in favour of the child's other parent. You have never been convicted of an offence involving a child, had your registration in respect of a children's home cancelled, have not carried on, was otherwise concerned with management of, or had any financial interest in a voluntary home or a children's home where the registration was cancelled.

Rehabilitation of Offenders Act 1974

By Virtue of the Rehabilitation Act 1974 (Exemption) (amendments) Order 1986, the provisions of section 4.2 of the Rehabilitation of Offenders Act 1974 do Not apply to any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his/her normal duties. Your answers to the following questions may not affect your application.

Do you have any convictions, cautions, reprimands or final warnings, which are not "protected", as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, (as amended in 2013) by SI 2013 1198? Yes/ **No**

If yes, please provide details: _____

Please note any conviction may need to be declared to the client at any stage.

Do you hold a DBS that has been issued in the last 12 months? **Yes** / No

DBS number -001750665185

Issue date: 18/09/2021

Is your DBS registered with the Updated Service? **Yes** / No

By signing this declaration form it shows you give permission Cradlefin Consultants to apply for an updated Disclosure Barring Service (DBS) or complete an online check against a DBS registered with the Update Service when necessary.

References

In order for to process your application we need to obtain references from your previous employers or College/University that covers the last 3 years.

Do you give permission for us to obtain these references on your behalf? Yes / **No**

Professional Registration



1) That you are fully aware that you must notify Cradlefin Consultants about any changes/concerns, with regards to your fitness to practice/professional registration with immediate effect.

Note: Healthcare Professionals failing to disclose any changes/ concerns with regards to their professional registration will be withdrawn from work placements provided by Cradlefin Consultants with immediate effect until evidence of effective registration has been acquired/ full investigation has been completed with a possible referral to the Professional Regulatory Body.

2) That you have a current, effective professional registration, in order to practice in line with the Professional Regulatory Body/Government guidelines and obligations as a healthcare professional.

Note: Healthcare Professionals failing to maintain their professional registration will be withdrawn from work placements provided by Cradlefin Consultants with immediate effect until evidence of effective registration has been acquired/ full investigation has been completed with a possible referral to the Professional Regulatory Body.

3) As per Professional Regulatory Bodies` regulations, it is now mandatory that you have an appropriate indemnity arrangement in place. Having a professional indemnity arrangement in place it is also a revalidation requirement. It is the professional responsibility of all Healthcare Professionals, to ensure that you have cover, which is appropriate to your role and scope of practice and its risks.

We may undertake compliance checks, identification of failure to have the cover in place once you have signed a self-declaration will result in referral to the Professional Regulatory Body.

Occupational Health

Please be advised, that providing false information on the Medical Health Questionnaire, may result in breach of duty of mutual trust and confidence and misrepresentation. Subsequently, the employee's employment could be fairly and lawfully terminated, with possible civil court claim proceedings, as a result.

By signing this form, I declare that the information I have provided on this form is, to the best of my knowledge, complete and accurate in all respects. You understand that knowingly giving false information will disqualify me from registration with this agency, with a possible referral to the appropriate regulatory body. I also give consent that my file will be assessed for audit purposes by the relevant third party.

Name:	Dercia Dejanira Zombo Dias	Signature:	Dercia Dias	Date:	23/03/22
COVID Vaccination	Vaccination Name: Moderna	1 st Jab Date:	23/6/21	2 nd Jab Date:	13/9/21
Professional Registration Number:					

References

Investopedia (2021) "Strength, weakness, opportunity, and threat"

[https://www.investopedia.com/terms/Strength, Weakness, Opportunity, and Threat \(SWOT\) Analysis/swot.asp](https://www.investopedia.com/terms/Strength, Weakness, Opportunity, and Threat (SWOT) Analysis/swot.asp)

The University of Edinburgh (2021) "Giggs Reflective Cycle"

<https://www.ed.ac.uk/reflection/reflectors-toolkit/reflecting-on-experience/gibbs-reflective-cycle>