

Certificate of Higher Education Skills for Workplace (Health and Social Care) Term 3

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Introduction

It's critical to improve the talents in order to get a new job. It is hard to reach desired objectives without obtaining the required skills (Merrigan and Herbert, 2020). Kolb's model of reflection, which would be used to assess the role-playing session, would be the focus of this report. In addition, I would highlight the abilities needed to get a career as a care worker. Through a skill audit along with SWOT analysis, I would identify what abilities I have and what abilities I really have to grow or strengthen. Lastly, I present a personal growth plan which concentrates upon those competencies I ought to develop.

Reflection to the role-playing I have undergone

Reflection is a systematic evaluation that is utilized to integrate one lesson toward the next (Neiderman, 2019). Reflection aids me in obtaining the finest potential outcomes. We reflect to learn something; it highlights the purpose of acquiring info on current or prior experience. It's a method for obtaining, capturing, and analysing all of the knowledge that transpired during a lecture (Peterson, 2015). It assists us to move beyond just feeling to realizing. The reflective model aids us in understanding our own learning and thinking methods. A reflective model is an organized technique for guiding analysis as well as improvement in an individual and situational setting (Baker, 2017). Self-awareness, prior experiences, and present beliefs are all enhanced through reflection. During role-playing, Kolb's reflective model would be utilized to reflect on the learning process. Our technique is founded on our own experiences, which are then meticulously evaluated, analysed, and appraised in Kolb's reflective cycle. Then, for the following cycle, new experiences will serve as the basis. Concrete learning, abstract conceptualization, reflective observation and active experimentation are indeed the 4 stages of such a method.

Concrete experience: I role-played as both the interviewee and the interviewer during the role-playing. In this task, the interviewer asked me five questions and I, as an interviewer, asked the interviewee five questions. I felt like I was in a genuine interview whenever the interviewer addressed my questions. It was a fantastic opportunity for me. I felt like I might manage an interview for hiring an applicant when I addressed the questions like that of an interviewer.

Reflective observation: Now that I've written down my account of events, I'm looking more closely at what happened at the time of the role-playing. Inside a real-life setting, I understood the way an interview session occurs. In terms of coping with an interview in the presence of the class, I experienced a range of problems. As I was questioned, I seemed to have some issues. I seemed to have a difficult time sufficiently customizing my answers. The interviewer assisted me to have some time so that I might get ready. It was challenging for someone like me to analyse the applicant whenever I asked questions like an interviewer.

Abstract conceptualization: Following the interview, I felt that I could have done a better job. I think I could have provided a better and appropriate reply to the query. In preparing for a real-life interview, I need to have every piece of information inside my thoughts. I have to convert the data

into a more understandable one. Apart from just that, I ought to practice frequently before a screen and try to respond appropriately.

Active experimentation: During this level, I'll illustrate the way I'll implement my newly obtained knowledge into practice. To eliminate the obstacles, I have to prepare an approach for coping with them. I experienced only one questioner in this event. But in actuality, I would have to face a variety of interviews. So, I have to practice more to determine the interviewer's attitude, questioning patterns, also how to react individually. In furthermore, as an interviewer, I should develop skills in conducting interview sessions.

Understanding the skills, abilities and knowledge that contribute to productive working

Looking for talents and capabilities that go beyond experience and credentials is an essential part of being employed (Zaidi, 2016). Understanding everything I have to learn, having the abilities I need, and having the attitudes I have to prosper in the profession all are significant characteristics of employability. Employability entails putting such qualities to good use and boldly and assertively advertising oneself to employers. A care worker's job entails much more than just looking after patients. The following are some of the talents needed in this field:

1. Sincere passion: Sincere passion is a strong desire or enthusiasm for something (Mensch, 2017). Working as a caregiver requires a constant display of real enthusiasm. Because a care worker is required to work throughout the busiest times of the year when other people enjoy various holidays.

2. Work ethic: A care worker must put forth a lot of effort. During the Covid-19 epidemic, when everyone was working from home, the care workers were the ones who had to stay in the field and labour tirelessly. When the number of patients remained high, they were forced to work additional shifts on a regular basis.

3. Collaboration: It's not uncommon for individuals from various backgrounds to seek treatment from a care professional. To have a long and productive culinary career, you would have to be competent to work efficiently with everyone.

4. Multi-tasking ability: Being able to analyse all choices at the same time while grasping and knowing the needs of each patient is a challenging skill to master (WRIGHT, 2014). A care worker

must look after the patients while also understanding what they are going through and what the other care professionals are doing to help them.

5. Time management ability: The first stage in a care worker's job is to focus on the task at hand. (Sabelis, 2013) It is a method of organizing and planning how to divide one's time between numerous jobs. Because the patients' lives are continuously in jeopardy. This occupation requires effective time management.

The readiness for employment (skill audit)

A skill audit is a thorough review of a student's skills and knowledge. An audit should indicate that a person's abilities are up-to-date or growing (Frantz, 2016). It's connected to needs evaluation, which appears to be the process of assessing any academic or personal development requirements. In order to perform successfully, a care worker should master the required skills. I believe I have the appropriate skills to be examined for the care worker post. Taking care of the patients is a huge love of mine, therefore why I choose to pursue a profession in this industry.

I am equipped with the skills necessary to develop in this sector. But, in order to keep afloat, I'll have to improve my skills. The preferences of patients vary all the time. I need to be able to create a high-quality environment with a great presentation to captivate them. I should keep note of the patient's opinions on coping with problems. People are becoming more health-conscious. As a consequence, I'll have to figure out the best method to help others who are in difficulty or have needs. Despite my ability to deal with a diverse group of people, I lack management skills. Understanding group members' behaviour tendencies and how to promote them is crucial. Collaboration is by far the most effective approach to achieving success, thus I need to develop my cooperation skills. I don't think I'm capable of multitasking. Managing many tasks at the same time is challenging. I need to progress my multitasking capacities in order to grow in my profession. I know how to efficiently organize my time such that I can fulfil all of my tasks on time.

Personal development plan

A personal SWOT analysis might help someone attain their professional goals in a similar way (Allen, 2018). It provides readers with an understanding of your own personality's benefits and drawbacks, the challenges you encounter, and the opportunities you have now and in the future. Here is my own SWOT analysis based on my own experiences and current market need in the care worker position.

Strengths	Weaknesses
1. Educational background and personal experience 2. Long practical experience in this profession 3. Passion for challenge taking 4. Hard-working capability 5. Team working capability 6. Excellent communication skills	1. Inability to multitask 2. Lack of management skill 3. Lack of Leadership qualities
Opportunities	Threats
1. Availability of different courses and the pandemic 2. Increasing demand for care workers 3. Pandemic is increasing the work field	1. An increase in health awareness 2. People's behaviours are changing. 3. Technology's impact 4. Demographic shifts that are unfavourable

To improve in my work life, I must focus on the ongoing development and increasing talents. This is preferred to stay up with changing advances as the industry's structure is always altering. As a consequence, I should adhere to my action plan to increase my multitasking, hard-working, and others skills the goals of these abilities are mentioned in the following PDP.

Goals	Resources	Action	Time
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Increasing multi-tasking capability	Support of supervisor, and team members; time; learning.	To boost my multitasking abilities, I will build a to-do list. Then I will rate the duties according to significance. I will divide my time based on the value of each job. I will work carefully and practice more in this method.	January– April 2022
Enhancing hard-working skills	Taking new challenges, learning to care for patients in the most effective way	To strengthen my hard-working talents, I must practice more. I will create a regimen individually whenever I have spare time. I will always endeavour to do anything challenging within an appropriate time.	January - May 2022
Developing leadership ability	In order to offer care to the patients as a team, leadership is also required (Stewart and Usher, 2014). Completing leadership classes, reading books,	To boost my leadership abilities, I'll read some books and observe top cooks. I'll make an effort to inspire my teammates and	January – June 2022

	studying the lifestyles of excellent caregivers, and enlisting the assistance of seasoned professionals.	youngsters. To entice them, I shall share my experiences.	
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Career aims and desires, and how PDP may assist to achieve them

One of the reasons I was drawn to the care worker field was because of its self-satisfying, caring, and promising job prospects. In the next five years, I wish to work in a field where I can work in senior roles. I want to be the greatest in this industry, thus I'm focusing on improving my flaws as much as possible. The PDP, on the other hand, would help me in my endeavour by pursuing my desired goals. A personal development plan, or PDP, may be used to describe my unique goals and ambitions, and also my strengths and constraints (Cottrell, 2019). It supports me in identifying places where I have to strengthen in terms of achieving my aims. I've established a strategy to fix those aspects where I'm weak. This plan would enable me to gather the resources I'll have to fulfil the standards. A personal development plan outlines how I can create a timetable to reach my goals. Working on my PDP helps me to develop my present talents while also attaining my aspirations and objectives.

Conclusion

It might be claimed that skills play a key role in earning advancements. Organizations are continually upon that hunt for employees with extraordinary talents as well as the potential to produce novel ideas. Kolb's learning cycle helped in my reflection to identify the things I have learned from role-playing activities. Skill audits including SWOT assessments constitute significant techniques for spotting capabilities deficits. They indicate key talents required to increase employability. Following finding the deficiencies in job skills, a personal development plan could be beneficial. In order to obtain expertise in my area, I should be ready to tackle adversities.

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Appendix

- 1) Answer: I consider myself as a caring, loving and hardworking person. As a mother of 3 I have huge responsibilities to protect my children. My motivation to become a care worker stemmed from my personal life experiences. From a young age I looked after my mum who had heart problems and needed care and support. Taking care of her provided me self-satisfaction and I knew I wanted to continue taking care of others.
- 2) Answer: An example of a time I was put under pressure was when my mum had a sudden heart attack. I had to immediately deal with this situation because I was caring for my mum at that time and it was difficult for me because I was also working a part time professional job, while also helping and taking care of my mum. I overcame this situation by sharing my responsibilities with my siblings so I was still able to work as well as looking after my mum.
- 3) Answer: My weakness is that I am a perfectionist. I like to pay attention to little details to make sure everything is perfect. Being a perfectionist means that I am over organised and like to fix things or problems. As I want to become a care worker it means that I will pay attention to my patients and give them the best care and support they need.
- 4) Answer: If there was an emergency situation that arises in my workplace, I would make sure I respond quick and efficiently. For example if I saw a patient collapse I would immediately assess the situation and call for medical help. I would also make sure the patient is comfortable before the professionals take care of the problem. I would also tell my supervisor what happened and explain the situations to them so they also aware. But the most important is to react as quickly as possible.
- 5) Answer: Safeguarding is a significant part of the care assistant role and I understand how important it is within this position. Safeguarding was highlighted as part of the 2014 care act and it is in relation to the protection of a client's health, wellbeing and human rights. Whilst also keeping them safe from harm, abuse and neglect. Patients that receiving care is most likely vulnerable and unable to protect themselves so it's important that we, as care worker protect them at all costs.