

component 2

by Sabina Kauser

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Student number: 221246
Module code Lchs4009_Birm
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Assignment Tittle: Personal
Development Portfolio

[Author name]

Sabina Kauser

Summary

I am highly motivated to acquire new skills and am enthusiastic, optimistic¹⁷, and good at communicating. In 2011, I returned to work as a dinner supervisor at a primary school. I really¹⁵ enjoy working with children. I am currently seeking a degree in health and social care. I have regularly demonstrated my ability to meet deadlines, fulfil project goals, handle mission-critical challenges, and prioritise.

In 2005 at South Birmingham college, I studied Business administration and achieved my level 2 in Business administration I chose to pursue my career in admin and did work experience at a Bertram Children's center and Birmingham Children Centre. I chose to take a career break to raise my family.

In 2011 I decided to go back to work as a dinner supervisor. I have been¹⁶ working here for more than 12 years and during this time I have learnt working with children can be very challenging as every child has their own needs. Over my time I have learnt about identifying negative behavior and how to respond to such issues.

Committed lunch time supervisor providing reliable indoor and outdoor supervision during designated break times. Flexible and proactive to respond to changing student and environmental demands. In 2022 I decided to go into the health and social care sector to complete my degree

Experience

LUNCHTIME SUPERVISOR 10/2011 - Current

Springfield Primary School, Birmingham, West Midlands

Encouraged correct table manners and good behavior throughout lunchtime.

Planned and organised games for children to encourage learning development and school enjoyment.

³reated strong bonds by acting as a monitor and counsellor to upset children during lunchtime.

Supervised all child activities during lunchtime, detecting and promptly intervening with ³isbehaving children or rule-breakers.

Assisted children with feeding and cutting food when required.

Helped and dealt with minor injuries sustained by children during lunchtime, including bruises, cuts and grazes.

Maintained excellent student relationships through attentive, friendly and proactive interactions.

Communicated and implemented lunchtime rules clearly and appropriately to children of varying ages.

Responded kindly and attentively to children's needs, providing patient, caring support.

Provided diligent playground supervision, closely monitoring play to support student safety.

ADMINISTRATIVE ASSISTANT 09/2005 - 08/2006
Birmingham City Council, Birmingham, West Midlands

Helping service users with council tax, repairs and housing needs
Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.
Greeted visitors and appropriately directed to designated areas.

ADMINISTRATIVE ASSISTANT 09/2005 - 07/2006
Bertram Children Centre, Birmingham, West Midland

As an admin assistant my main duties were to welcome visitors, providing excellent customer service, answering calls, taking messages directing requests and unresolved issues to the correct member of staff, filing, ensuring all post was signed for, files are locked at the end of each day, working as part as team, responding promptly to enquiries.

Organised and stored hardcopy files.
Managed document control duties to reduce errors and maintain accurate records.
Safeguarded sensitive and confidential data in compliance with security best practices.
Directed incoming mail, interoffice messages and packages to office recipients.
Received, sorted and directed incoming mail to maintain good communication channels.
Managed information on company databases for different organisational activities to track history and safeguard accurate information.
Performed administrative tasks, document management and report development for inter-departmental use.
Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.

Skills

- A friendly personality and excellent communication ability
- speak 4 different languages
English/Mirpurie/urdu/punjabi
- Role model
- Child first aid
- Time management
- Quick learner

Education

Foundation Degree, Health and Social Care, 2023
University of Wales Trinity Saint David, Birmingham

- Health and Social Care
- psychology

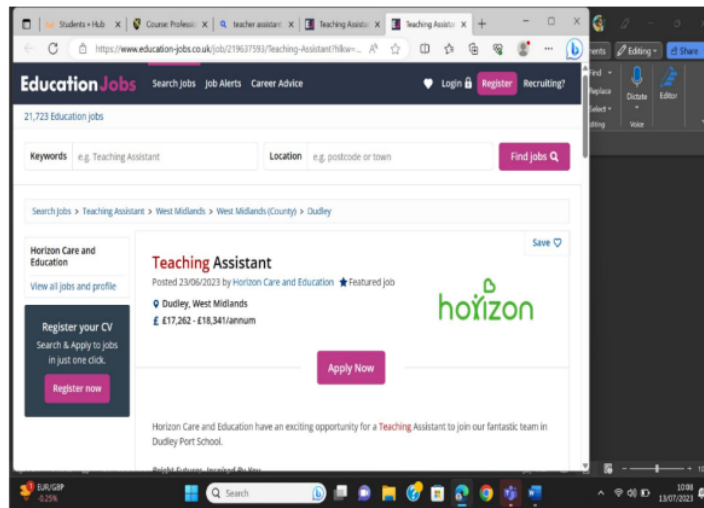
NVQ Level 2, Business Administration, 2007
South Birmingham College, Birmingham

GCSEs
Golden Hillock Secondary, Birmingham

hobbies

- traveling music
- sewing/knitting

¹²
www.education-jobs.co.uk. (n.d.). *Teaching Assistant*. [online] Available at:
[https://www.education-jobs.co.uk/job/219637593/Teaching-Assistant?hlkw=teaching-](https://www.education-jobs.co.uk/job/219637593/Teaching-Assistant?hlkw=teaching-assistant&sid=f9b38138-62aa-4076-ac55-e5c62c166434)



[assistant&sid=f9b38138-62aa-4076-ac55-e5c62c166434](https://www.education-jobs.co.uk/job/219637593/Teaching-Assistant?hlkw=teaching-assistant&sid=f9b38138-62aa-4076-ac55-e5c62c166434) [Accessed 14 Jul. 2023].

Sabina Kauser

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Horizon Care Education

Dudley
Birmingham

16 July 2023

Re: Application for Teacher Assistant

Dear Hiring Manager,

I was excited to learn of the current opening for a Teacher Assistant role, and I would like to be considered for this position. I am currently studying, and this role would allow me to put my newly acquired skills to the test.

My offerings include knowledge of teamwork, advanced abilities in motivation and growing skills in communication. I'm ready to take on challenges and seek to positively impact the classroom with diligent support and careful attention to requirements.

I am conscientious and strive to always go beyond basics to help the lessons succeed and students get the most from the material. I would be happy to bring that same drive and enthusiasm to your team and know I could be an asset. I am particularly drawn to the teaching assistant role because of its commitment to fostering a nurturing and inclusive learning environment. Your school's dedication to promoting holistic development aligns perfectly with my own educational beliefs, which emphasize the importance of personalised learning and fostering a love for lifelong learning in every student. I am

excited about the opportunity to contribute to such an environment and make a positive impact on students' lives.

I would be honored to join the dedicated team of educators at your school. My passion for teaching, collaborative mindset, and commitment to students' success make me confident in my ability to make a valuable contribution to your school community.

7 To close, I believe that I am an excellent match for this position, and I would love the opportunity to expand on some of my career highlights and most remarkable achievements.

Yours Sincerely

Sabina Kauser

Personal development

My strengths are working with other individuals as part of a team to maintain a safe and healthy environments. Also, understanding policies and procedures in different settings such as in an education environment, also having brilliant problem-solving skills especially whilst being put into a situation where you must think fast and action to stop others being put in a dangerous situation. Furthermore, my strengths also include clear communication and safeguarding procedures with other staff members, students and third-party companies in relation to students in education and their wellbeing.

My weaknesses are standing in front of individuals and presenting as I find it nerve wracking and find it hard to communicate my thoughts as well as giving eye contact with the class full of students and the lecturer. Furthermore, missing objectives in my presentation due to anxiety presenting which is a result of lack of confidence whilst in front of people talking alone and difficulty taking criticism from peers.

My goal is to build my confidence and present in front of others before the actual presentation to ease the nerves. Also to take criticism and implement it into my work not only to better my assignments but also to broaden my knowledge.

To improve my communication skills, I will practice active listening during conversations and meetings to better understand team members' perspectives. I will also take on leadership roles in group projects or extracurricular activities to practice decision-making. I will also regularly review progress against the objectives and adjust as needed. Also, celebrating achievements to maintain positive outcomes and continue to pursue further opportunities for growth and development.

500 words reflective practice

Gibbs' Reflective Cycle is an established model for reflection that serves to provide an organised technique that allows people to think methodically about their experiences in each setting. Gibbs' Reflective Cycle enables people to think about their own experiences in a more comprehensive and critical approach, which helps them discover ways to enhance their practise in the future (Main, 2023). There are six stages of the Gibbs reflective cycle: description, feelings, evaluation, analysis, conclusion and action plan.

I had recently performed a presentation in front of my class regarding self-awareness in my current job role. The presentation regarding self-awareness was incredibly important as it effectively communicates one's information and ideas to those who have experienced the same or those who are experiencing it. This would also allow them to have an insight of difficulties in a certain area which they could also improve on. Whilst doing the presentation I had felt very anxious, overwhelmed, and felt pre-jitters before presentation which also made me feel nauseous. During the presentation time I had felt that I was speaking too fast which made me lose track of what I was saying, this then led to low self-confidence due to me feeling like I was failing my assignment. Although the lecturer had told me it was good, I felt like I could have done better which made me feel more anxious than I previously had. Public speaking nervousness is a prevalent type of anxiety. It may range from mild anxiety to paralysing terror and panic (Craig, 2017). Furthermore, the Gibbs Reflective Model is a systematic method to self-awareness that allows people to explore their emotions, behaviours, and experiences. It fosters constant self-improvement and progress by encouraging a greater awareness of own strengths and flaws. This introspective process increases self-awareness, which leads to more

deliberate and intentional decision-making. This has allowed me to dive deeper into self-reflection and what I could have done better within the presentation, my lecturer had informed me that I had missed two crucial parts of my assignment which I had forgotten. It will also allow me to submit my work to my teachers, so they are able to determine whether I have inserted all correct feedback. This has also allowed me to gain further knowledge regarding self-awareness and how I could also implement it into my future work. Also, whilst others were performing their presentations, I had also noticed they were feeling similar to me which had made our experiences similar which helped me realise my peers and myself are able to help each other face public speaking. It can be concluded from these perspectives that my main difficulty is public speaking, it has been difficult for myself as I have been out of education for many years. It has also shown my weaknesses in certain areas where I would not have been able to identify it myself. To improve I will speak in front of a group before presenting to ease my nerves and to implement the feedback into my future work to help the areas of development.

References

- ¹
Craig (2017) *Fear of public speaking: How can I overcome it?*, Mayo Clinic. Available at: <https://www.mayoclinic.org/diseases-conditions/specific-phobias/expert-answers/fear-of-public-speaking/faq-20058416> (Accessed: 21 July 2023).
- Main, P. (2023) *Gibbs' reflective cycle*, RSS. Available at: <https://www.structural-learning.com/post/gibbs-reflective-cycle#:~:text=The%20Gibbs%20reflective%20cycle%20consists,incite%20deep%20and%20critical%20reflection.> (Accessed: 21 July 2023).

500 words- skills working in health and social care

Effective and professional communication-

Throughout the module of professional development within health and social care the skill I have learnt is how to effectively and professionally communicate skills in order to work effectively within health and social care sectors. Effective communication is important because, being competent to communicate properly aids in ensuring your ability have the ability to carry out your responsibilities efficiently. It is critical to ascertaining service users' preferences and requirements, providing high-quality care, and developing positive connections with service users, visitors, and colleagues (Collier, 2021). Furthermore, professional communication is also important because in health and social care the security of service users are jeopardised due to a variety of factors, including a lack of crucial information, misunderstanding of information, imprecise orders over the phone, and missed changes in status. Health-related errors can arise when there is an issue in communication (Hughes, 2008). Furthermore, it is critical to maintain professional communication, this is because it eliminates inefficiencies regarding any service users and mix up of information and creates a positive work environment and ensuring service users are safe and are informed with all correct information regarding themselves. As a result of the immense effect it has on patient safety, quality of treatment, and general well-being, efficient and effective conversation is critical in the health and social care sector. Also, acknowledging patients' wants, choices, and concerns requires transparent and empathic communication. Healthcare practitioners may provide personalised as well as patient-centred care by actively listening to patients and their families, resulting in enhanced treatment results and overall satisfaction.

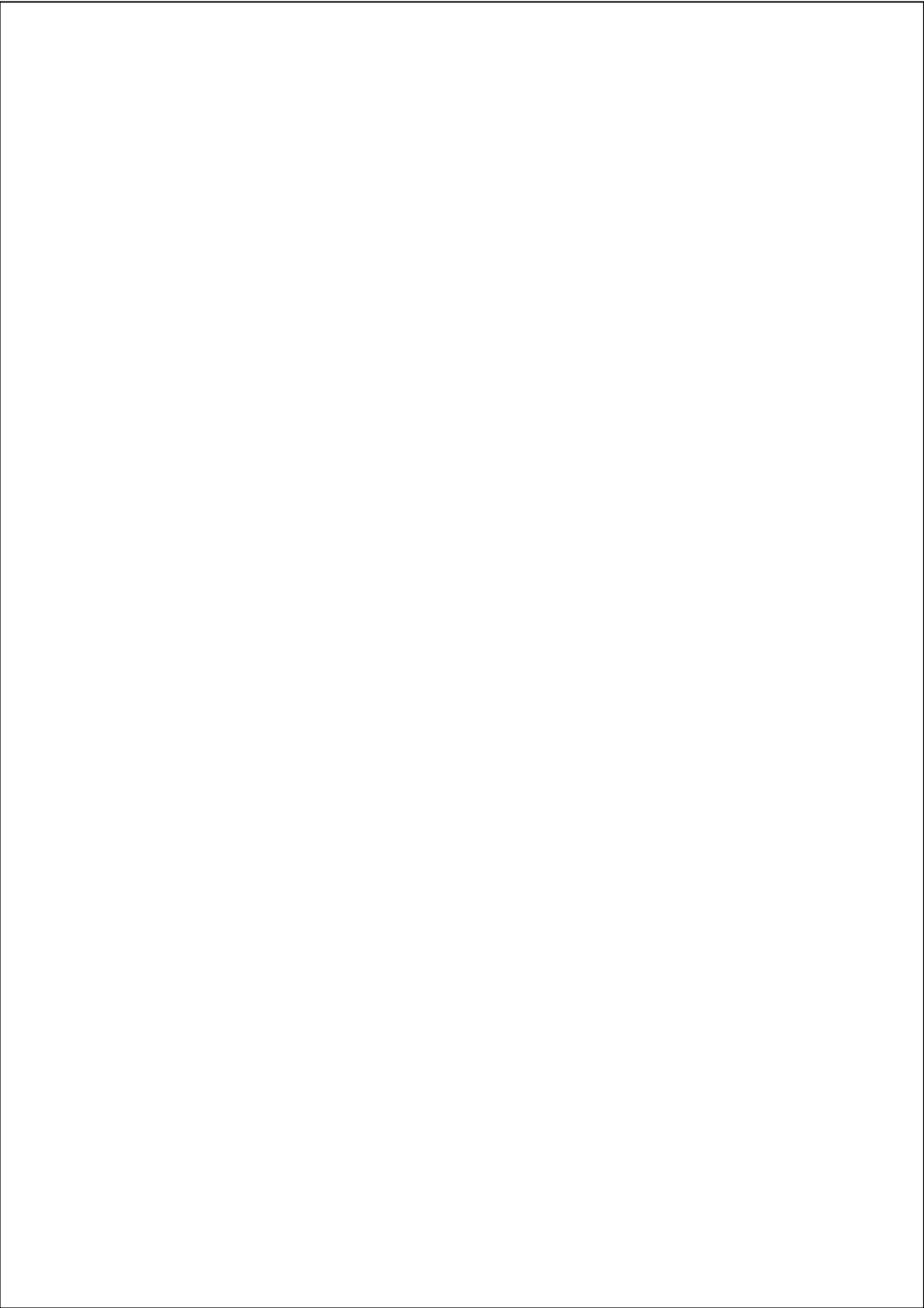
Furthermore, professional communication amongst healthcare practitioners and patients develops trust. Individuals are far more inclined to have confidence in their healthcare staff and stick to treatment plans whenever they feel heard, understood, and appreciated, which improves the therapeutic connection and promotes greater adherence to medical recommendations. It is critical to include individuals in the decision-making process about their treatment. Communicating effectively enables a collaborative approach in which patients are empowered with the ability to make informed choices regarding their treatment options, resulting in improved patient engagement and satisfaction. Also, a multidisciplinary team of specialists who collaborate to handle patients' needs fully is common in healthcare. Professional communication facilitates productive communication

among multiple healthcare specialties, improves teamwork, and encourages respect between professionals. Effective communication helps to reduce health inequalities by making data available and understood to an extensive diversity of patient demographics. Healthcare personnel must be culturally sensitive and use suitable interpersonal tactics with patients from different cultural backgrounds. Communicating professionally is critical in giving patients with precise directions for managing their diseases, effectively taking medications, and implementing healthy lifestyle modifications. Patients who get accurate health information are able to actively engage in their own treatment and make educated health decisions.

Finally, in the health and social care sectors, effective and professional communication is the cornerstone of excellent care that prioritises patients. Healthcare personnel may establish a pleasant and supportive atmosphere that optimises patient outcomes and improves the overall outcome of treatment by increasing trust, teamwork, safety, and empathy. Investing in communication skills and cultivating an efficient interpersonal culture are critical for guaranteeing the well-being and happiness of both patients and healthcare professionals.

References

- 1 Collier, E. (2021) Promoting effective communication in health and Social Care, The Hub | High Speed Training. Available at: <https://www.highspeedtraining.co.uk/hub/effective-communication-in-health-and-social-care/#:~:text=Being%20able%20to%20communicate%20well,any%20visitors%20and%20your%20colleagues.> (Accessed: 25 July 2023).
- 8 Hughes, R. (2008) *Patient safety and quality: An evidence-based handbook for Nurses*. Rockville, MD: Agency for Healthcare Research and Quality, U.S. Dept. of Health and Human Services. 0000000000000000.



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