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COURSE TITLE:

PROFESSIONAL CAREER DEVELOPMENT

COURSE CODE:

BMSW4005

LECTURER:

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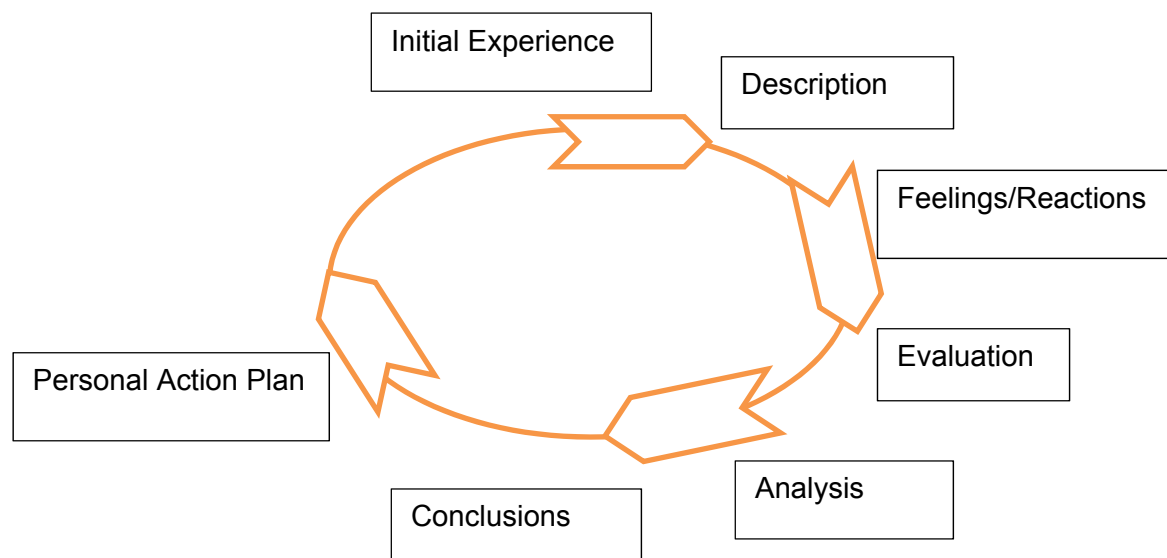
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INTRODUCTION

This report will be focusing on my personal reflection on career development, planning skills and knowledge that will contribute working effectively in the readiness for employment and incorporation with the role play as an interviewer and interviewee.

Reflection is a real lifeline activities in which one can analyse experiences, practice, skills and responses, in order to learn and improve wherever needed. The Gibb's Reflective Cycle (1988) Model will be use on this occasion as diagram below explains.

The Gibb's Reflective Cycle (1988) Model.



INITIAL EXPERIENCE

I was motivated by extrinsic in the engineering sector which intrinsic my career direction and now I am very much enthusiastic and passionate greatly. Many years ago I started understudying a friend of mine working in this Air Conditioning and refrigerating sector as an apprentice and handyman without proper health and safety measures, the job was physical and practical also tasks were given to me to carry out with some casual or ordinary explanation thinking that I have been well trained and gained practical experience.

DESCRIPTION

I started doing jobs independently which was always observed by my friend but not allowed to discuss or explain anything to customers including written paperwork for job done which was causing my concern and daily confrontation with my friend, unknowingly that there was certain regulation to follow and unqualified for such tasks.

FEELINGS/REACTION

In reality, not being allowed to do any paper work or documentation I realised that continuing to work this way is not acceptable very embarrassing because the ability was there within myself that I deserved more than what I am doing and something has to be done to change this situation I was involved in.

EVALUATION

I continued building my educational career by entering The College of North West London and studied in details the theoretical and additional practical aspects of Air Conditioning and refrigeration, proper health and safety and also updated practical methods of handling refrigerant in according to government's rules and regulations and attained my certification in Air Conditioning and refrigeration level two (2) City and Guilds. Below is my lifeline in progression

This table of my Lifeline explains how my career started and keeps developing.

AGE RANGE	HIGH POINTS	LOW POINTS
20	20%	40%
25	35%	25%
30	55%	10%
40	40%	10%
45	60%	5%
55	75%	2%

I continued my study in Academic and Employability skills for the work place at the University of Wales Trinity Saint David to acquire administrative knowhow below is a diagram of my progress by drawing up an analysis known as SWOT; acronym for Strengths, Weaknesses, Opportunities and Threats, meaning strategic planning technique used to help a person, business or organization identify or discover their strengths, weaknesses, opportunities, and threats.

SWOT ANALYSIS

STRENGTHS

Communicate orally, written and demonstrates
Good time management skills
Good team work and problem solving
Easy to integrate

OPPORTUNITIES

Setting up own business
Apply for higher paid jobs
Challenging new jobs
Asking for promotion

WEAKNESSES

Improve more on Academic skills

Slow planning

Heavy workload confusion

Poor flexibility

THREATS

Higher competition for same job

Higher competition for higher paid jobs

Strengths and weaknesses normally refer to internal or inside factors while opportunities and threats normally refer to external factors.

Strengths this is where a person or an organisation outstand others and delivering their very best and is controllable internally. Once internal factors been identified it can be relied upon.

Weaknesses are areas where improvement needs to be done and require urgent action since it is within ones control by improving on them or even eliminate that which is not important within.

Opportunities are external factors with no control by someone personally because some might be performing better than you think and must be investigated just to be leveraged with others.

Threats, this is a competition whereby too many competitors chasing and targeting a particular or same market, goods and services.

ANALYSIS

In analysing, confidence and understanding has been gained on all six modules studied due to thorough lectures and total participation in every class exercises such as written and oral or verbal communication on an organised structural manner, unlike before my understanding was very minimal, confused and disorganised.

Regarding to class practical discussion lots of experience learned from others with ethnic background which was important and impressive by their input including some case studies that were solved by the contribution from every student and also the participation in an interviewing process has given me additional experience and knowledge but still need some improvement for the near or future.

Academically I have learned and broadening my understanding in education massively in doing this course at the University of Wales Trinity Saint David and still progressing to a higher level.

CAREER AMBITION AND ASPIRATION,

I see myself to complete my studies in acquiring my degree in the engineering sector, reason being my compassion and enthusiastic feeling in this field for physical and practical involvement in public and private sector especially in bringing in new ideas to put into practice in order to achieve positive results.

Career change and be more involve in the engineering sector in air conditioning and refrigeration due to my previous knowledge gained.

Managerial position with higher pay.

Aiming to work for public or private depending whichever is available with normal weekly working hours between 9 a.m. – 5 p.m. due to family commitment and energy reservation.

Involve in supporting my local and wider community programmes giving my input whenever required.

Beyond my professional engagement I will be spending more time with family in pleasurable activities like swimming, football, weekend trips to the water fronts, fun fairs and travel holidays to different countries.

Therefore being self-motivation which is one's internal interest or force which drive one to develop, produce, achieve and keep pressing on and moving forward to achieve the desired goals, (Mindtools (n.d.).

SELF-MOTIVATIONAL FACTORS.

Currently at my place of work being added to a leadership group very motivational and challenging environment.

Focussing on my strongest goals are degree holder and self-business.

I am strongly confident that my degree course will be completed.

Because of self-confidence and self-efficacy of acquiring my degree is paramount.

Always thinking positively and think positively about my future and the future ahead.

PERSONAL DEVELOPMENT PLAN

This personal development plan is my set of goals and objectives I have created to help me achieve my life within the next five years that and in future. By creating plan it will help me setting my goals and to analyse my strengths and weaknesses, areas to be improve on and also objectives thus reviewing my ongoing progress, (Cottrell, S. 2010).

My Long-term goals:-

Academic qualification as a degree holder.

Managerial position

Setting up own consultation business.

Strengths:-

As an Academician I can communicate orally or verbally and written.

Good time management skills already learned from my course and well-practiced.

Trustworthy, honesty and integrity

Good online research skills gained.

Good team worker.

Weaknesses:-

Planning confusion

Slow problem-solving skills

Multitasking confusion

Opportunities for Development or Learning:-

Training on job

Further training

Threats:-

Finance

Time managements

Family commitments

Losing interest or focus

Longer travelling to work and back causing tiredness

Low level friends

Too much socialising

Location

People of valuable help to me.

Lecturers

Managers at place of work

LinkedIn group members of higher levels

Participation in wider community meetings

Engaging with friends of higher educational and experience levels.

As I continue developing my career, being an interviewer was another challenging experience gained, I was very prepared and officially well dressed and smart looking and relaxed on the outside at the beginning but a bit nervous on the inside and later overcame it as confidence grew within. I was observing my interviewee's purposeful movements, smiles and eye contact which he was able to control. The job applied was for managerial position and I was expecting my interviewee to be very formal but was very casually dressed. I took into consideration of the Employment Rights Act of 1996 and Equality Act 2010 because it is unlawful to discriminate against any applicants applying for job.

Role play as an interviewer, Open-ended question was asked about the interviewee and also followed by probing and soft questions of how he found out such information about the job advertisement and was responded by through online searches.

Role play as an interviewee, well formal and smart dressed because it was a managerial position applied for and confidence already grown from previous role played. Soft question was answered about me and about my strengths and weaknesses including hard question also answered about if I am good for the job and was impressed and satisfied by the interviewer.

Employment law is an act that covers and regulates the relationship for both employers and employees in an organisation their rights at work and what they can be asked upon to do by their employers and also what employees can expect from employers (CIPD 2020).

The aim of Recruitment and Selection is to have the right person who is fit to do the job, in the right place or position and at the right time for the person and the organisation.

"A selection interview is a conversation with the purpose of deciding whether a candidate has the ability and sufficient experience to perform well in a job role" (Morgan 2017)

Selection process should be:

Efficient in that manner methods and sources used should be cost effective.

Effective by getting enough suitable candidates who will best fit for the job and the organization.

Fair by ensuring that right through the right processes and decisions are made on merit to the candidate chosen.

REVIEW

A constant monitoring and reviewing mechanisms will be carried out to assess and record on going progress of what is working well or not and what might need changing, adjust or eliminate within to continue the plan.

GENERAL CONCLUSION

This Professional Career Development course I have studied made me to understand how to set standards and focus towards my goals in a proper planned structure also improved my confidence in working skills at my place of work with much wider broadening mentality.

Regarding Government Employment Legislation Law (CIPD 2020), Employment Rights Act of 1996 and Equality Act 2010 that were thought in details during lectures gave significant understanding of employers' responsibilities and employees' duties in a company or organisation.

Finally, the Role Plays experience has empowered me the ability to take up more responsible roles and challenges at my place of work by acting as a management coordinator where I believe to be asking for promotion higher level position.

Below are attachments of filled in Application Forms and Role Play questions and answers.

REFERENCES

CIPD (2020) *Employment law*. Available at:

<https://www.cipd.co.uk/knowledge/fundamentals/emp-law> [Accessed: 23 July 2021].

Cottrell, S. 2010. *Skills for success: The Personal Development Planning handbook* 2nd ed., Basingstoke: Palgrave Macmillan.

Gibbs, G. (1988) *Learning by doing: A Guide To Teaching and Learning Methods*. London: FEU.

Mindtools (n. d.) *How Self-Motivated Are You? Taking Charge of Your Goals and Achievements*. Available at: https://www.mindtools.com/pages/article/newLDR_57.htm (Accessed 18 June 2021).

Morgan, P (2017). *The Business Student's Guide to Employability*. London: Sage.

Private & Confidential

Application for Employment

To ensure that you are able to complete the application form in full, please refer to the short-listing criteria on the job description.

Position Applied For	Assistant Administrator (Air con & Refrigeration Engineering)
How did you learn about this vacancy?	Online Job search sites

1. Personal Details

Title	Mr.		
Surname	Harding		
Previous Name			
Forenames	Willie		
Address			
Post Code			
Telephone number		Mobile No	
E-mail address	sirwiloo@hotmail.com		
National Insurance Number			

1a. Additional Information

Do you hold a full, clean driving license valid in the UK?	Yes	Yes	No	
Do you have the right to work in the UK without restriction? (Proof of right to work in the UK ID will be required)	Yes	Yes	No	

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name				
Address				
Postcode				
Job Title				
Dates of Employment	From		To	Date
Reason for leaving			Salary	
Brief outline of main responsibilities and key duties				

2. Employment History

The last 5 years employment should be detailed, including any gaps in employment.
Please continue on a separate sheet if required.

Current or Most Recent Employment

Employers Name				
Address				
Postcode				
Job Title				
Dates of Employment	From		To	
Reason for leaving			Salary	
Brief outline of main responsibilities and key achievements				

Previous Employment

Employers Name	
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Further/Higher Education Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body
Certificate of Higher Education: Skills for the Office Workplace	2021	4		U.W. TSD.

Professional Qualifications

Name of Qualification	Date Gained	Level	Grade	Awarding Body

CPD / Training and Development

Brief description / course title	Date Taken
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4. Interests and hobbies

Please provide details of your hobbies / leisure activities / voluntary work

I love reading creative books and browsing the internet searching for educational and pleasurable ideas. Sporting activities like Football, Swimming, playing Chess and Scrabble just to keep the brain active all the time.

Most times I attend community meetings to just to get involve in any programme that would be of interest to me whereby I can offer my involvement and input that will benefit others or the community as a whole.

5. Referencing

Referencing required for 2 full years (with a minimum of 2 references). At least 1 reference should be your current or most recent employer. Please confirm any existing personal / family relationship with existing PRC employees

References (Current or most recent employer)

Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐		

References

Name of Referee			
Job Title			
Employers Name			
Address			
Postcode			
Telephone Number		Ext. Number	
E-Mail Address			
Are you willing for this referee to be approached prior to interview?	Yes ☐ No ☐		

6. Reason for applying

Please detail below reasons for applying for the position including your skills, experience and attributes.

I have gained much professional skills and experience in engineering theoretically and practically and in addition professional knowhow for dealing with customers to get them satisfy with finished jobs and handling of jobs and also good communication orally or verbally and written including leadership and interpersonal skills.

I am very compassionate and enthusiastic in this field being that I personally like physical and practical involvement especially in bringing in new ideas to put into practice to see if it would work or achieve positive results for the company's image and customers' satisfaction.

Please specify how you meet the criteria for this role.

Meeting the criteria for this role is that I am a qualified engineer with vast experience practical and theory including office administration knowhow, hard worker, trustworthy, honesty and easily to integrate also ready to make this company outstanding.

In addition, I am currently pursuing a degree course in leadership at the University of Wales: Trinity Saint David London Branch.

Finally, willingness to do any additional training course pertaining to the job

7. Declaration

Please complete the following declaration and sign it in the appropriate place below.

I certify that:

- All the information given to me on this form is correct to the best of my knowledge
- All questions relating to me have been accurately and fully answered
- I possess all the qualifications which I claim to hold

Signed:

Date:09/07/2021

Print Name: Willie Harding

INTERVIEWING STARTED AT 10:45 A.M

Good morning Mr. Tanvir Noor

Take a seat please, thank you.

I am Mr. Willie Harding, Manager for this company STREET BURGERS I will be interviewing you today, thank you.

Question 1. We have seen your Application and you are interested in this position.

Do you know what you applied for?

Answer: I have applied for the position of Assistant manager where I will be responsible for managing the restaurant.

For example main responsibilities will be monitoring stock levels, ordering supplies and making staff rotas. Plus, ensure the team is fully trained.

During the service ensure all guest receive highest level of service, and lead the team.

Question 2. How did you know about this job and where?

Answer: I was already interested in this position for a while and was looking through job advertising where I found your post.

I was immediately interested because it was a exactly the type of work environment I was looking for and it was a great opportunity.

Question 3. Why do you think you are the right person for this job

Answer: In relation to this position I believe I have necessary skills such as teamwork, organised, responsible, good communication and also interpersonal skills.

In addition, I have the level 4 qualification in business management and I have been working in this industry for a long time and have acquired skills that make me quite confident.

Question 4. How best can you serve this company and sell the image of this company?

Answer: I will commit to learn new skills that will lead the company to success as well.

Plus, I will focus on increasing sales by attracting new customers and study new market strategy.

Other things i will do to train the staff and make sure they always give their best.

Question 5. Why do you want to work for us?

Answer: I want to work with you because I like how you are organized and I like the thing that you offer the high quality of foods and services.

I appreciate you especially by providing the possibilities for everyone to grow and learn greatly thus working for Gordon Ramsey means learning new things daily.

Thank you very much Mr. Tanvir Noor

Do you have any questions please?

Question from Mr. Tanvir Noor. What are the most important qualities for a person to have in this role please?

My Answer, Excellent customers service, Good communication, Interpersonal, Problem-solving and Team-working skills also Commercial awareness and be more flexible.

Thank you for attending the interview and you will hear from us

Cheers! Bye.

