



UNIVERSITY OF WALES  
**Trinity Saint David**  
**London**

## **Certificate of Higher Education in Skills for the Workplace**

### **Task 2**

#### **Professional career development report**

**Student name:** Mihaita Marius David

**Student ID:** 2113993

**Module name:** Professional Career Development

**Module code:** (BMSW4005\_LON)

**Lecturer name:** Bianca Sanfilippo

**Word count:**

**Submission date:** 06/09/2022

In class I had a role play to demonstrate my understanding of what I learned during the course and, much more importantly, to demonstrate to myself that I can successfully hold an interview from both points of view, the employer's and the employee's. of the candidate. I will analyse both variants using Gibb's 'Reflective Cycle' tool.

From the position of the candidate:

I would appear for an interview for the position of OMS (Operation Management System) within DHL Welham Green (Marks and Spencer client).

I was confident in myself, but full of emotions and unspoken questions: What if my English is not good enough? What if I forget to say something? What if I freeze and can't say anything? If the presentation in front of the teacher and the whole class will inhibit me?

After I started talking, all the questions suddenly disappeared, the ideas coming by themselves. I had to take a look at my notes from time to time because the ideas came too quickly, and the language didn't help me. My partner helped me a lot, who when he saw that I couldn't find my words, he helped me, completing me. The body language did not help me much, because, due to the emotion, I was waving my hands too much, and the eyes were everywhere in the class.

In conclusion, I can say that after the initial moment when I try to speak, ideas appear in a natural way, but sometimes it is difficult to translate them into words. Due to my friendly nature, I do not inhibit myself and I have no problems speaking in front of an audience.

In the future, when I'm faced with a real interview, I know I'll handle it. However, I have to improve my body language, focus my gaze on the person in front of me, and keep my hands in a relaxed position. At the same time, to be more relaxed so that I can speak much more fluently.

From the employer's position:

I was the HR representative of a company, and I interviewed a possible candidate. The introduction part went very well, and since I had just finished my part I was much more relaxed. I can say that I did better, and when my partner did not respect the script, I started asking the set questions and trying to help (After the role play was over, I found out that he couldn't find the script in his laptop due to emotion).

I can say that the position of interviewer is much easier than that of a candidate. emotions are less and self-belief is very high. I managed to focus my gaze on my partner and the hands were in their place.

In the future, in this position, I wouldn't change anything because I think I did well. Maybe more professionalism, but this comes in time, after a lot of practice.

“operations managers rely on many skills to perform successfully in their roles. If you're transitioning to an operational management role, the skills you apply on the job can boost your success and effectiveness. From managing

budgets and organizing project details to collaborating with teams, operations managers develop strong soft and hard skills to take on the responsibilities of the job.” (By Indeed Editorial Team, 15 March 2021)

From my point of view, and in accordance with many specialized websites (Indeed, LinkedIn, Careers DHL, Total Jobs, etc.) the most important skill is professionalism in relations with colleagues at all levels of the company. An important aspect of professionalism is compliance with laws and regulations, ensuring that all employees comply with and complete the necessary legal documents. In order to achieve this goal, a good knowledge of them is necessary, of which I can list the following:

### Human Rights 1998

The Human Rights Act (1998) is the law that ensures the rights guaranteed in the European Convention on Human Rights (ECHR). Both Houses of Parliament enacted the Human Rights Act, which received Royal Assent in November 1998 and went into effect in October 2000.

It contains a set of 16 fundamental human rights, each structured in its own article, of which I can name a few:

“Right to life (Article 2), Right not to be tortured or treated in an inhuman or degrading manner (Article 3), Right to be free from slavery and forced labor (Article 4), Right to liberty and security (Article 5), The right to respect for your private and family life, home and correspondence (Article 8), The right to freedom of thought, belief and religion (Article 9), The right not to be discriminated against in relation to any of the rights and the freedoms listed here (Article 14), Right to education (Article 2, Protocol 1)”, etc. ([legislation.gov.uk, Human Rights Act 1998, UK Public General Acts 1998 c. 42](https://legislation.gov.uk, Human Rights Act 1998, UK Public General Acts 1998 c. 42))

### Equality Act 2010

“The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.

It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it’s unlawful to treat someone.”

(<https://www.gov.uk/guidance/equality-act-2010-guidance>)

Your Equality Act of 2010 rights In 2010, the Equality Act became legislation. It protects people in the UK from discrimination (direct or indirect), harassment, and victimisation. Age, handicap, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation are all protected characteristics under the Equality Act.

The Equality Act protects you from discrimination at work, when you use public services (such as healthcare or education), when you use companies and other organisations that provide services and goods (such as shops, restaurants, and cinemas), when you use transportation, when you join or belong to a club or association (football club, music band fan club), and when you interact with public bodies (local council or government departments)

## Data Protection Act 2018

“The Data Protection Act 2018 controls how your personal information is used by organisations, businesses or the government.

The Data Protection Act 2018 is the UK’s implementation of the General Data Protection Regulation (GDPR)”. (<https://www.gov.uk/data-protection>)

Personal data must be used in a fair, lawful, and transparent manner, for specific, explicit goals, in an acceptable manner, relevant and restricted only to what is necessary, correct and, where necessary, updated, and kept no longer than necessary.

There is stronger legal protection for more sensitive information, such as race, ethnic origin, political ideas, religious belief, trade union membership, genetics, biometrics (when used for identification), health, or sexual orientation.

The Data Protection Act of 2018 ensures the right to know what information the government and other organisations hold, to be informed about how personal data is used, who has access to personal data, and to cease or restrict data processing.

## Health and safety at work

**“The Health and Safety at Work Act 1974 (HASAWA)** is an important piece of legislation for workplaces in the UK. It ensures that all employers provide a **safe working environment** and look out for the health of their employees—wherever their place of work.

It relates to the wellbeing of not only permanent staff but also casual, self-employed and temporary workers, as well as visiting members of the public”. ([The 6 essential points of the Health and Safety at Work Act, 19 July 202, https://www.ideagen.com](https://www.ideagen.com))

The Health and Safety at Work Act etc. Act 1974 (HSW, HSWA, HASAW 1974, HASAWA) is a British law that establishes the parameters for regulating workplace safety.

The Act lays forth the broad responsibilities of all parties involved in maintaining health and safety in the workplace, including employers, employees, owners, managers, and maintainers.

While the Health and Safety Executive (HSE) is the government-appointed organisation in charge of enforcing health and safety legislation in the United Kingdom, in practise, the HSE and the appropriate local authorities usually work together to ensure compliance.