

**LEVEL 4 ASSESSMENT SPECIFICATION**

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                 |                              |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------------|
| <b>Student name:</b>                   | <b>Esrath Jani</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Student ID number:</b>                                       | <b>2437565</b>               |
| <b>Programme:</b>                      | <b>Certificate of Higher Education Skills for the Workplace (Health and Social Care)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                 |                              |
| <b>Module:</b>                         | <b>Professional Development within Health and Social Care</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                 |                              |
| <b>Module code:</b>                    | <b>LCHS4009</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Contribution to Overall Module Assessment (%):</b>           | <b>70%</b>                   |
| <b>Lecturer:</b>                       | <b>Olubukola Adegbite (Module lead)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Internal Verifier:</b>                                       | <b>Dr Besty Jose</b>         |
| <b>Assignment Title:</b>               | <b>Personal Development Portfolio</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Word count (or equivalent):</b>                              | <b>2000 words equivalent</b> |
| <b>Submission deadline:</b>            | <b>Submitted via Turnitin, Friday, 27th March 2026, 10 am</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Return date of provisional marks &amp; written feedback:</b> | <b>27th April 2026</b>       |
| <b>Submission method:</b>              | <p>All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.)</p> <p><b>Alternative submission method (if applicable):</b></p> <p><b>Late submission of the assessment will result in a late penalty mark:</b></p> <p>Work which is submitted up to 1 week late will be capped at 40% for the first attempt and will be awarded a mark of 0% for re-assessment. Late submission penalties may be lifted only if there is an approved extenuating circumstances claim.</p> <p>Work submitted more than 1 week late will be considered as a non-submission and will not be marked. The work may be considered as a submission for reassessment if offered by an Examining Board or if there is an approved extenuating circumstances claim.</p> |                                                                 |                              |
| <b>Academic honesty / referencing:</b> | <p>Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                 |                              |

### Module Learning Outcomes (from module syllabus)

Upon the successful completion of this module, the student should be able to:

- Understand the skills and knowledge needed for working effectively within health and social care.
- Demonstrate readiness for employability and personal advancement through an understanding of personal strengths and areas for further development.
- Establish health and social care employment goals and develop a personal action plan.

## TASK DESCRIPTION

All tasks need to be completed **in a single Word document** and submitted as a single file.

To complete the tasks, you need to first **choose a current job vacancy within the health and social care sector** that aligns with your career interests. Include the job advertisement in your portfolio.

### Task 1 of 4

Create a two-page professional CV that highlights your education, achievements, work and voluntary experience, key skills, interests and hobbies, and reference details. Your CV should be tailored to your chosen job role within the health and social care sector and presented in a clear and professional format.

### Task 2 of 4

Draft a 500-word personal statement to apply for your chosen job role, outlining your main career aims and experience. Include points about your education, personal strengths and professional skills and why these would be of value to an employer.

### Task 3 of 4

- a) Complete a **SWOT analysis** that identifies your personal strengths, weaknesses, opportunities, and threats in relation to your chosen health and social care job role

- b) Develop a **Personal Development Plan (PDP)** outlining at least **three clear and achievable goals** that will help you prepare for and progress within this specific role. Describe how you will develop these areas over the next two years and how you will monitor and evaluate your progress.

#### **Task 4 of 4**

Using an appropriate reflective model (Gibbs model), write a 600-word critical reflection on your LCHS4009 Component 1 presentation assessment. Your reflection should explore your thoughts, feelings, performance, and areas for improvement, incorporating verbal feedback received from your lecturer to support your analysis.

#### **General Submission Guidance**

1. All of your submissions need to include a **title page** that clearly states **your name, your student number, the module code and title, your lecturer's name, and your assignment title**.
2. All of your submissions should be typed in Arial font, size 11.
3. All of your submissions should be **typed with 1.5 line spacing**.
4. All of your submissions should have an appropriate structure, include page numbers, **and** have a reference list.

## Table of Contents

|                                                    |    |
|----------------------------------------------------|----|
| Contribution to Overall Module Assessment (%)..... | 1  |
| List of figures and Table .....                    | 4  |
| 1. Introduction .....                              | 5  |
| Task 1 .....                                       | 5  |
| Task 2:.....                                       | 7  |
| Task 3 .....                                       | 8  |
| Personal Development Plan (PDP) .....              | 9  |
| Gibbs Reflective Cycle .....                       | 10 |
| References.....                                    | 11 |

## List of figures and Table

|                                                 |   |
|-------------------------------------------------|---|
| Figure 1 SWOT Analysis (Author's own work)..... | 8 |
| Table 1 PDP Table.....                          | 9 |

# 1. Introduction

The Healthcare Assistant role at Apollo Home Healthcare involves providing specialist, person-centred domiciliary care to children and adults with complex clinical and neurological needs. Key responsibilities include supporting daily routines, assisting with clinical interventions, and promoting independence. The role demands compassion, competence, and excellent communication to ensure dignified support

## Task 1

### Esrath Jani

📍 Coventry, United Kingdom | ✉ [esrath1912@outlook.com](mailto:esrath1912@outlook.com) | ☎ +44 7475144992 | [LinkedIn](#)

---

#### Summary:

Dedicated healthcare professional with over 2 years of clinical environment experience and current specialized studies in Health and Social Care. Proven track record in patient coordination and sensitive communication at IBN Sina Medical College Hospital, complemented by advanced digital literacy and a commitment to the 6 Cs of Care. Seeking a Healthcare Assistant role at Apollo Home Healthcare to provide high-quality, person-centred support for individuals with complex needs in the Coventry area.

#### Experience

---

##### IBN Sina Medical College Hospital, Sylhet, Bangladesh HOSPITAL RECEPTIONIST

Jan 2020 – Dec 2021

- Coordinated patient admissions and flow with medical and nursing staff, ensuring 100% adherence to clinical schedules and high-quality care delivery.
- Managed confidential personal and medical data for hundreds of patients monthly, maintaining zero breaches in line with ethical healthcare practices.
- Delivered sensitive communication and emotional support to families in high-stress clinical situations, achieving a high standard of patient-centered care.
- Streamlined healthcare documentation and administrative tasks for the clinical team, which increased overall departmental operational efficiency.

##### Sainsbury's Supermarkets Ltd, Coventry, United Kingdom Trading Assistant

Nov 2025 – Jan 2026

- Provided physical and verbal assistance to customers with additional needs, ensuring a safe and accessible environment for vulnerable individuals.
- Executed daily safety and organization protocols, resulting in a top-tier rating for store cleanliness and compliance during peak periods.
- Collaborated with a team of 15+ colleagues to manage high-volume stock rotations, ensuring 98%+ product availability for the local community.
- Maintained a flexible schedule including day and night shifts, demonstrating 100% reliability and commitment to business operational needs.

#### Education

---

##### University of Wales Trinity Saint David, Birmingham, United Kingdom CERTHE: Skills for the Workplace (Health and Social Care)

May 2025 - May 2026

#### Modules:

- Academic and Employability Skills
- Introduction to Public Health
- Digital Skills and Research Methods
- Professional Development within Health and Social Care
- Psychology in Health and Social Care
- Introduction to Health and Social Care

##### National University, Sylhet, Bangladesh BA (Hons) Philosophy

Sep 2017 - Oct 2021

GPA: 3.06

- Developed advanced critical thinking and ethical reasoning skills, essential for navigating complex care

decisions and patient dignity.

- Enhanced communication and analytical abilities through extensive research and academic reporting.

---

### Skills

- Clinical Support: Person-centered care, dignity maintenance, and patient confidentiality.
- Compliance: Awareness of Safeguarding principles, Professional Boundaries, and Infection Control.
- Communication: Effective verbal communication, active listening, and accurate medical record-keeping.
- Operations: Multidisciplinary teamwork, Health & Safety procedures, and reliable time management for shift work.
- Digital: Proficient in Digital Research Methods and healthcare documentation software.

---

### Certifications

- **Customer Service Fundamentals for Hospitality** – LinkedIn Learning (2025)  
Focus on communication, empathy, and supporting individuals in service-focused environments.
- **Learning Office 2024: Word, Excel, PowerPoint & Outlook** – LinkedIn Learning (2025)  
Supporting record keeping, communication, and administrative tasks in healthcare settings.

---

### Interests

- Developing knowledge in health and social care practice
- Patient-centred care and multidisciplinary collaboration
- Mental health awareness and wellbeing
- Continuous professional development within healthcare
- Gardening

---

### Hobbies

- Travelling and exploring different cultures
- Listening to music

---

### References

**Gul Saddique,**

Store Manager,

Sainsbury's Canley,

Coventry,

Email: [gulayaz.saddique@sainsburys.co.uk](mailto:gulayaz.saddique@sainsburys.co.uk)

Anika Tahsin

Professor,

University of Wales Trinity Saint David,

Birmingham, United Kingdom

Email: [anika-tahsin.ahmed@uwtsd.ac.uk](mailto:anika-tahsin.ahmed@uwtsd.ac.uk)

## Task 2:

I am applying for the Healthcare Assistant position with Apollo Home Healthcare because I am genuinely committed to developing a career in healthcare and supporting individuals with compassion, dignity, and respect. My experience within a clinical hospital environment, alongside my current studies in Health and Social Care, has strengthened my understanding of how vital empathy, communication, and professionalism are in promoting patient wellbeing. I am motivated by the opportunity to make a meaningful difference in people's lives, particularly for those with complex care needs living in their own homes. As I aspire to progress towards a nursing career, I see this role as an important step in gaining practical clinical experience while contributing to person-centred domiciliary care.

As a Hospital Receptionist at IBN Sina Medical College Hospital, I worked within a busy clinical setting, supporting patients and families as a first point of contact. The role required close coordination with nursing and medical staff to ensure efficient patient flow and continuity of care. This experience strengthened my appreciation of multidisciplinary teamwork and the importance of clear, accurate communication in maintaining safe practice. I regularly handled confidential medical information in line with ethical standards and communicated sensitively with individuals experiencing stress. In addition, my recent retail experience enhanced my ability to remain calm under pressure, adapt to changing demands, and support vulnerable individuals respectfully while maintaining health and safety standards.

My academic studies in Health and Social Care provide me with a strong foundation in safeguarding, professional conduct, and public health. Through modules such as Introduction to Public Health and Psychology in Health and Social Care, I have developed an understanding of how physical, psychological, and social factors influence health outcomes. I recognise the importance of infection control, professional boundaries, and accountability in protecting patients and staff. This combination of theoretical knowledge and practical exposure has strengthened my awareness of delivering responsible and ethical care. Furthermore, I value reflective practice, as continuous self-evaluation is essential for adapting to the evolving needs of clients with long-term conditions.

I believe my personal values align closely with the 6 Cs of care (Department of Health, 2012) that Apollo Home Healthcare champions (Apollo Home Healthcare, 2026). I approach each interaction with empathy and patience, recognising that clients may experience uncertainty or discomfort. I value teamwork and understand that effective collaboration is essential to safe, high-quality care. I am reliable, adaptable to the day and night shifts required in home care and committed to continuous professional development. Importantly, I understand that being a Healthcare Assistant requires practical competence and emotional intelligence, alongside always maintaining dignity and confidentiality.

Overall, I am eager to contribute positively to the Apollo Home Healthcare team and support the delivery of safe, person-centred care. I am motivated to embrace your funded training opportunities, learn from professionals, and develop my clinical skills. I am confident my experience, education, and commitment will enable me to add meaningful value to this role while continuing to develop within the healthcare profession.

## Task 3:

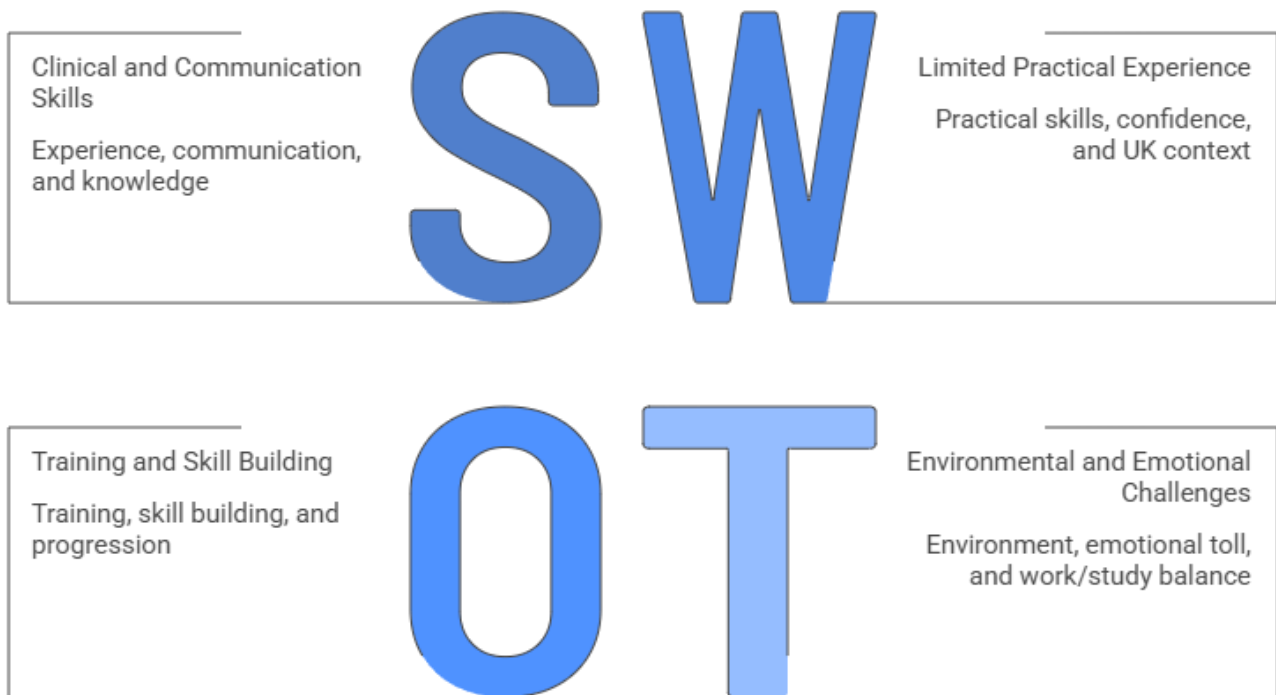


Figure 1 SWOT Analysis (Author's own work)

### Strengths

- Two years of experience within a high-pressure clinical hospital environment
- Strong skills in patient-facing roles and multidisciplinary teamwork.
- Current Health & Social Care studies provide an up-to-date understanding of safeguarding and infection control.
- Deep respect for dignity, confidentiality, and professional boundaries supported by my Philosophy degree.

### Weaknesses (Strategic, not damaging)

- Limited direct hands-on clinical care experience example personal care tasks.
- Still developing confidence in practical patient support procedures.
- Limited UK-based healthcare experience.

### Opportunities

- Utilizing Apollo's funded training programmes to gain practical, complex patient care skills.
- Using this hands-on clinical experience as a stepping stone toward a Nursing degree.
- Applying my current university modules directly to real-world, person-centred care.

### Threats

- High competition for Healthcare Assistant roles.
- Emotional demands of working with vulnerable patients.
- Adjustment to fast-paced ward environments.
- Balancing academic studies with shift-based work.

# Personal Development Plan (PDP):

This Personal Development Plan outlines the key areas I need to develop to progress effectively within the role of Healthcare Assistant at Apollo Home Healthcare. The plan has been informed by my SWOT analysis, which identified both my strengths and areas requiring further development. While I have experience within a clinical hospital environment and a strong understanding of professional standards, I recognise the need to strengthen my practical competence, communication skills for complex needs, and confidence working autonomously in domiciliary settings. Over the next two years, I aim to focus on structured professional growth, continuous learning, and reflective practice. This plan sets out clear goals, realistic timeframes, and methods to monitor my progress to ensure ongoing development within healthcare.

| Development Goal                                                                                                                       | Why This Is Important                                                                                                                                                                 | Actions to Achieve Goal                                                                                                                                                                                                                                                                                                                                                                  | Timeframe                             | Monitoring & Evaluation                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Develop broader clinical competence in patient care (communication, documentation, infection control and practical support).</b> | To address limited hands-on UK clinical experience and strengthen ability to deliver safe, person-centred care within Apollo's complex care standards (Apollo Home Healthcare, 2026). | <ul style="list-style-type: none"> <li>• Complete Apollo's funded mandatory training (safeguarding, infection control, moving &amp; handling).</li> <li>• Seek supervised learning during complex care shifts.</li> <li>• Observe experienced staff performing clinical interventions.</li> <li>• Request regular feedback.</li> <li>• Engage in reflective practice.</li> </ul>         | Within first 12 months of employment. | <ul style="list-style-type: none"> <li>• Completion of training certificates.</li> <li>• Supervisor feedback during appraisals.</li> <li>• Increased confidence performing tasks independently.</li> <li>• Reflective journal entries.</li> </ul>                      |
| <b>2. Strengthen advanced communication skills with vulnerable or distressed patients.</b>                                             | Effective communication improves client experience, safety, and dignity, especially in emotionally sensitive home-care situations involving neurological conditions.                  | <ul style="list-style-type: none"> <li>• Attend specialist communication training provided by the employer.</li> <li>• Observe experienced staff handling sensitive conversations with clients and their families.</li> <li>• Seek feedback from colleagues.</li> <li>• Reflect after challenging interactions.</li> <li>• Review care plans for specific communication cues.</li> </ul> | Within 18 months of employment.       | <ul style="list-style-type: none"> <li>• Positive supervisor feedback.</li> <li>• Improved confidence managing difficult conversations.</li> <li>• Reflective notes demonstrating improvement.</li> <li>• Appropriate patient feedback where available.</li> </ul>     |
| <b>3. Develop stronger teamwork and emerging leadership skills within multidisciplinary teams.</b>                                     | Strong collaboration supports patient safety and prepares for future progression in healthcare.                                                                                       | <ul style="list-style-type: none"> <li>• Participate actively in team meetings.</li> <li>• Support colleagues where appropriate.</li> <li>• Seek mentorship from experienced staff.</li> <li>• Attend teamwork/leadership workshops.</li> <li>• Reflect on team challenges.</li> </ul>                                                                                                   | Within 24 months of employment.       | <ul style="list-style-type: none"> <li>• Performance review feedback.</li> <li>• Increased confidence contributing to team discussions.</li> <li>• Evidence of initiative within professional boundaries.</li> <li>• Self-reflection on team effectiveness.</li> </ul> |

Table 1 PDP Table

# Gibbs Reflective Cycle

In this section, I am going to reflect on my Component 1 presentation on teamwork. I will be using Gibbs' Reflective Cycle (Gibbs, 1988) as it helps me break down exactly what happened, evaluate my performance, and think about how to apply the helpful feedback I received from my professor.

## **Description:**

For my LCHS4009 module, I delivered a presentation titled "Working in Teams in Health and Social Care". The presentation explored the fundamentals of collaborative practice, the application of Tuckman's (1965) stages of team development, and the impact of multidisciplinary collaboration on patient safety. To illustrate these concepts, I included a section on a hospital ward multidisciplinary team. Following the presentation, I participated in a question and answer session with my lecturer and peers.

## **Feelings:**

Before the presentation, I felt quite confident. I had spent considerable time mentally revising my points to ensure I could deliver the content accurately and professionally. During the presentation, I felt in control and successfully covered all my planned slides. However, as I approached the conclusion, I realised I had completed the presentation early, falling short of the estimated time limit. This caused a brief spike of anxiety, as I worried my pacing was too fast. Consequently, I felt nervous entering the Question and answer session. Fortunately, I was able to answer the questions confidently, which quickly restored my self-assurance.

## **Evaluation:**

The positive aspects of the experience were my strong grasp of the theoretical frameworks, such as the WHO (2010) guidelines on interprofessional collaboration reducing clinical errors, and my ability to confidently handle unscripted questions. The negative aspect was my time management; finishing early indicated that I rushed my delivery. Furthermore, the feedback from my lecturer, Olubukola Adegbite, was highly constructive. She stated that while I did good work overall, my practical example of a hospital ward lacked clarity. She noted that explaining a real-life example more clearly would have made the presentation perfect.

## **Analysis:**

Reflecting on the lecturer's feedback, I realise why my real-world application fell short. My slide simply listed the individual roles of nurses, doctors, physiotherapists, and social workers rather than explaining exactly *how* they interact in a specific scenario. According to O'Daniel and Rosenstein (2008), ineffective communication within multidisciplinary teams is a major contributor to errors. I should have demonstrated this by walking the audience through a specific patient case study (a patient discharge plan) to show the team communicating in real-time. My rushed pacing likely compounded this issue, as I moved through the content too quickly instead of pausing to elaborate on the practical depth of the theory.

## **Conclusion:**

In conclusion, my presentation demonstrated strong theoretical knowledge and solid question and answer skills, but it lacked the practical depth required to fully contextualise the academic theory. I learned that relying strictly on memorised points can lead to speaking too quickly, and that academic concepts must be firmly anchored in detailed, real-life examples to be truly effective and engaging for the audience.

## **Action Plan:**

Moving forward, I will improve my presentation and communication skills by actively managing my pacing. I will practice delivering future presentations with a stopwatch to ensure I meet time requirements without rushing. Furthermore, as I prepare for job interviews such as the Healthcare Assistant role at Apollo Home Healthcare, I will use the STAR method (Situation, Task, Action, Result) to structure my real-life examples. This will ensure I clearly and comprehensively articulate how I apply theoretical knowledge to practical, person-centred care.

## References

Apollo Home Healthcare (2026) *Healthcare Assistant - Job Description*. Available at: <https://jobs.apollohomehealthcare.com/careers/vacancies/25702>.

Department of Health (2012) *Compassion in practice: nursing, midwifery and care staff our vision and strategy*. London: Department of Health.

Gibbs, G. (1988) *Learning by doing: a guide to teaching and learning methods*. Oxford: Further Education Unit, Oxford Polytechnic.

O'Daniel, M. and Rosenstein, A.H. (2008) 'Professional communication and team collaboration', in Hughes, R.G. (ed.) *Patient safety and quality: an evidence-based handbook for nurses*. Rockville: Agency for Healthcare Research and Quality.

Tuckman, B.W. (1965) 'Developmental sequence in small groups', *Psychological Bulletin*, 63(6), pp. 384–399.

World Health Organization (2010) *Framework for action on interprofessional education and collaborative practice*. Geneva: World Health Organization