

ACADEMIC AND EMPLOYABILITY SKILLS ASSESSMENT

2

Programme: Certificate HE Skills for the Workplace

Module: Academic and Employability Skills

Module code: BMSW4001

Diana Elena Boncu (2011100)

Lecturer name: Anita Nan

Table of Contents

Introduction:.....	3
Description:.....	4
Filling:.....	6
Evaluation:	7
Analysis:.....	7
Conclusion:	8
Action plan:.....	8
References:.....	9

Introduction:

The purpose of this report is to reflect about my experience as a UWTSD student, and at the same time identify some mistakes in past actions and improve upon those mistakes to enhance their expertise. In this study, I will reflect also on four topics covered in my study sessions has been carried out. These four topics are time management or organising the study, CV writing, public speaking and giving a presentation, and finally online learning experience. I have used Gibbs' reflective model to carry out my reflection process on this assessment.

I have chosen Gibbs' model of reflection, which makes a structure of learning through a better understanding of academic and employability skills. Gibbs' model of reflection is a very famous and widely used model of reflection. This model is used to give a structure to learning through experience. (Wain, 2017) The idea of what is right and what is wrong can be developed with the help of this model. Experience from past incidents will help me to make better decisions. Besides this, according to me, one can learn better through their experiences.

Gibbs model of reflection has six stages. All the stages are explained below:

1. The experience that the learner has acquired from past incidents on a specific topic is described.
2. Feelings and thoughts about the experience are also described in the model.
3. Evaluation of the experience is done after that and the evaluation is not based on whether it is good or bad (Fathelrahman, 2019).
4. Analysis of the entire experience is done to understand the intensity of the experience.
5. The conclusion is the stage of the model where the entire learning can be discussed.
6. The action plan is the last and most important stage of the model of reflection, where the necessary changes, which must be done in the activities, can be identified.

Description:

Academic and Employability skills are essential for both availing higher education and being employed. I must be aware of the fact that some academic as well as Employability skills are important for improvement. I will discuss in this report the skills that are important to learn in a better way. Some academic skills such as online learning experience, CV writing will be discussed in the report. Besides this, some important employability skills such as time management and public speaking will also be described here.

According to Ocaik and Boyraz (2016), it is very important to acquire the skill of time management if someone is working in the hotel industry. As above mentioned, Gibbs' model of reflection is based on learning through experience. I have experienced that guests never want to wait at the reception and office wait long to access their services. Not only my reputation but also the brand value of the hotel will be damaged in this case. I also realised that if proper planning to manage the time with the required activities were not done, the entire task would fail in future. Besides this time management also offers extra time that can be used for self-improvement. I have used this free time to learn new things such as learning a new foreign language to deal with foreign people who come as guests in the hotel. Punctuality is highly expected from a hotel receptionist and supervisor. Cagliyan *et al.* (2017) argued that a proper and reliable schedule could help in both organising studies and doing all things properly

McGuire and OBroin (2019) stated that CV writing is a much-underrated skill, but the importance of the skill is not less as compared to other academic and employability skills. CV of a candidate makes a bridge between the employer and the candidate. Hence, if the presentation of the CV is not good, the first impression on the employer cannot become impressive. As we all know, the first impression can be considered as the last impression on someone. CV writing is a skill that can be learned better from experiences. I still remember my first CV was very simple and much important information was missing there. When I applied for the job and sent the CV, the employer even did not call me. After some more experiences, I realised that an organised and attractive CV is very important for attracting the attention of the employers. Potential employers always search for a good CV. Indirectly the presentation skill for the employee can be understood by analysing the structure of a CV. The best way to write a CV is including all the relevant skills and experience for the job opening. Hence, whenever someone applies for a new job, changes must be done according to the requirements of the specific job. However, including a

hobby section at the end of CV will help the employer to get an idea of your personality. I have found many opportunities in the hotel industry by adding knowledge of two foreign languages in my CV.

As opined by Chen *et al.* (2016), both public speaking and giving presentations is important to work in a hotel, as customer dealing is the main concern here. Public speaking is a personal trait no doubt, but the art of public speaking can be learned through continuous experiences.

According to Ibrahim and Devesh (2019), communication with the public can be improved by learning important employability skill as well. When it comes to talking with the guest and persuading them to access a product or service of the hotel, public speaking is the best medicine. Not only the ideas of the public can be influenced here but new ideas can also be generated in the mind of the public. I think supervising the staff is a very crucial job and the hotel will damage its reputation very soon if the wrong suggestions are given to the employees. Less misunderstanding will be here if the ideas and suggestions to improve the service can be presented through a presentation. Most importantly, if public speaking and good presentation can collaborate, an excellent outcome can be obtained. The learning of public speaking and presentations helped me a lot to prove that I can cope up in any situation through my communication skills. I had the trait of public speaking and good presentation from the early stage. However, experience has helped me a lot to improve my public speaking skill. For example, when I used to speak to the public before, my convincing power was less. Gradually, it became possible for me to convince the public very easily. Action plan mentioned in the Gibbs' model states that changes must be made frequently based on the experiences.

As opined by Zimmerman and Kulikowich (2016), with the advancement of technology, the craze of online learning is also increasing. It sounds easy but the experience of online learning is not good for most of the people at the very first stage. It is easy to communicate with people when they are present in front of the teacher or professor. Especially after the pandemic of Covid-19, online learning is the only option for all the universities and colleges to keep the education going on. It is highly assumed that even after the situation gets normal, the habit of online learning will not disappear. The experience will help the learners to cope up with online learning. Once the skill of learning through online classes can be acquired, both the time and cost can be saved. The main disadvantage of online learning is that self-discipline is required here unless the lessons and concepts cannot be learned properly. I think in my first day of online learning, I found it boring to learn anything through a computer screen.

Lack of concentration and discipline were the major reasons behind the bad experience of online learning. Through experiences and making corrections, the skill of online learning can be acquired easily. I have learned many skills online and the experience was quite good, I must say. Learning can be easy and inexpensive if the skill of online learning can be acquired.

Filling:

The first term of my very first academic year as a university student has concluded. I can probably claim that I had a different experience than what I had in mind when I wanted to start this university. I was not comfortable with the entire idea of online learning. The first lessons have been a little difficult because I had basic knowledge in this area. But lesson after lesson, I have beginning to get acquainted with the theory of online learning. Anyway, I still prefer the conventional learning experience, even, it seems to me that this kind of online learning is becoming a new normal.

This first term has been exceptional for a number of reasons. First of all, I can declare myself a student, something that I always wanted to do for a long time, to start learning again. The second explanation is that I felt that in this first term, I have learnt too many valuable lessons not only for my student life, but also for my personal life in general, and that I have got and understood a lot of tips that will make my life easier from now on, and I can say that what started off as a little straggle, became a fascinated experience.

Evaluation:

As an overview for this first term, I would conclude that the feedback has been both optimistic and negative.

The good things are, as I said, the fact that I am learning, and I am acquiring more experience, which will help me not only to find a better job after I finish this university, but also in my individual private life so I can evolve as a person and as a mentality.

The bad side about this first term is the fact that we have been learning online, and I need to focus on internet access and sometimes the internet connection was not that strong, and it is getting difficult because you want to pay attention in class, but you cannot because of the poor internet connection.

Analysis:

I am happy and proud to say that I am a UWTSD student, because in this first term, my lecturer showed me that it is possible to study online, contrary to what I predicted. Also, I need to specify that this module has benefited me a lot in my career, helping me to understand better who to be more organised and who to do my job better. I gained knowledge of captivating lectures and I am more than confident that sooner or later I will use every aspect of this module expertise to help me make my life simpler.

Conclusion:

I reached the conclusion that most of the students fail to learn better and join in a good company, mostly due to their lack of academic and employability skills. All the important academic and employability skills such as CV writing, public speaking, good presentation skills and time management have been discussed in the reflective report.

This module helped me learn a new range of skills and improve the skills that I already had. Also, I need to say that in these first 10 weeks as a student I understand who to write and read using academic skills developed during this class.

It was a great online learning opportunity that made me focus on my abilities and a way to develop and acquire more skills.

Action plan:

My action plan is to create more awareness and grow more expertise with the aid of what I am studying and what I will study in the future, not only as a student, in academic life, but also in my private life.

References:

- Wain, A. (2017). 'Learning through reflection.' *British Journal of Midwifery*, 25(10), pp.662-666.
- Fathelrahman, A. (2019). 'Using reflection to improve distance learning course delivery: a case study of teaching a management information systems course.' *Open Learning: The Journal of Open, Distance and e-Learning*, 34(2), pp.176-186.
- Ocak, G. and Boyraz, S. (2016). "Examination of the relation between academic procrastination and time management skills of undergraduate students in terms of some variables." *Journal of Education and Training Studies*, 4(5), pp.76-84.
- Cagliyan, V., Zerenler, M. and Isiklar, Z.E. (2017). 'Evaluation on time management skills of university students'. *Economic and Social Development: Book of Proceedings*, pp.215-223.
- McGuire, A. and OBroin, D. (2019). 'Using a Game-Based System to Develop Student CV Writing Skills'. In *European Conference on Games Based Learning* (pp. 978-XIX). Academic Conferences International Limited.
- Chen, L., Feng, G., Leong, C.W., Joe, J., Kitchen, C. and Lee, C.M. (2016). 'Designing an automated assessment of public speaking skills using multimodal cues'. *Journal of Learning Analytics*, 3(2), pp.261-281
- Ibrahim, O. and Devesh, S. (2019). 'Implication of public speaking anxiety on the employability of Omani graduates. *Journal of Teaching and Learning for Graduate Employability*, 10(2), pp.122-135.
- Zimmerman, W.A. and Kulikowich, J.M. (2016). 'Online learning self-efficacy in students with and without online learning experience'. *American Journal of Distance Education*, 30(3), pp.180-191.
- Gibbs' Reflective Model (2018) *Applying-the-Gibbs-Model-2018.pdf* [online]
Available at:
<https://www.mmu.ac.uk/media/mmuacuk/content/documents/careers/Applying-the-Gibbs-Model-2018.pdf> (Accessed: 18 December 2020)