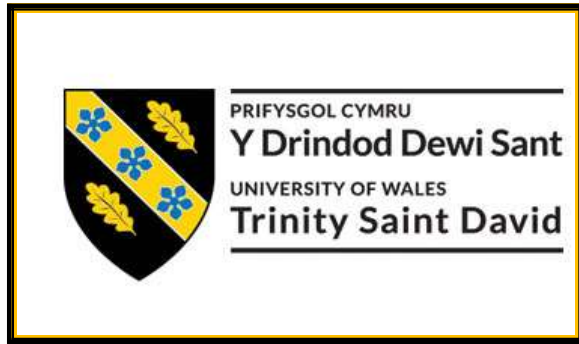




Personal Career Reflection

Student Name: Ivone Amorim
Student Number: 1818223
Module Name: Professional Career Development
Module Code: BMSW4005 LON
Lecture Name: Mary March

Table of Contents

Introduction.....	2
Personal Statement.....	2
Life-time exercise.....	2
Kolb's Module of Reflection.....	3
Honey and Mumford's: Learning Style.....	3
Self-Motivated Quiz.....	4
Johari Window.....	4
SWOT Analysis.....	5
Smart Goals.....	6
Personal Development Plan.....	7
Role Play.....	8
Conclusion.....	10
Appendices.....	11
Appendix 1 – Life line exercise.....	11
Appendix 2- Honey and Mumford's.....	12
Appendix 3- Swot Analyse.....	13
Appendix 4- SMART Objectives.....	13
Appendix 5- Peer Feedback.....	14
Appendix 7- Job Description.....	17
Person Specification.....	20
Job Application.....	21
References:.....	26

Introduction

The aim of this report will involve a personal reflection about my attendance to University, including my course explanation, contexts given on term 1 demonstrating my learnings and development. This report will include my life-line referencing the high points and the lower ones, considering modules of reflection and learning styles. I will write about my motivation factors, my strengths and weakness, reflecting about them, and making a plan to achieve my goals through the use of SMART task and creating a personal development plan. In this module was required to do a role play exercise in class, that made an important part at learning context, i will write about my experience in the presentations and in the realization of this task, reflecting the positives and negative points.

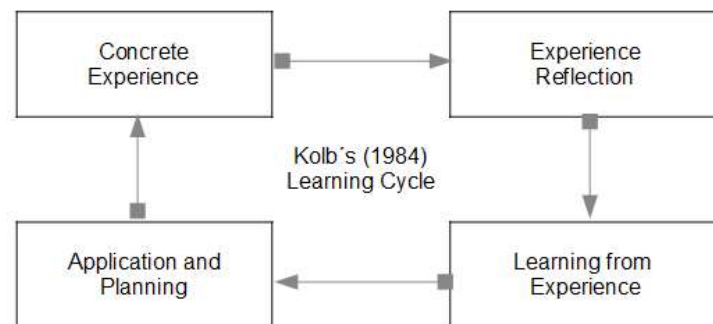
Personal Statement

My name is Ivone and i am from Portugal, i moved to England 6 years ago and i am enjoying. This same year i ingressed University to study Health and Social Care, my background is already related and it is my passion. I am a healthcare assistant for 15 years, 10 years in Portugal and 5 here, i never progressed in my area before i came to England, i had a few certificates in healthcare but i never had a change to do more, i was confined to work in the same place for 10 years. So England is offering me a diversity of things, at social life, personal and employability progression. I love this work i just want to achieve more goals, getting back to study is helping me with future plans to fight for my own recognition. I love to learn different things and i believe people are always learning even through small things, to have an open mind also helps.

Life-time exercise

Life time exercise in class was the tool to step back from the present or futures thoughts, and look back to my past, creating a paper structure about my past experiences, decisions, low and high points. Through this exercise i was able to reflect about my steps, feelings, and learnings, considering where i am today and if it was worth, and if there is still time to change, to do more for myself, leaving back the negative experiences and concentrated in following with perseverance my goals (Open learn,2019). I think i learned from my past and i am trying to not repeat the same mistakes, i need to focus more in my plans and fight for them, that is what i am doing in the moment, coming back to Uni. I want to achieve more positive goals and nobody will do it for me, i need to persist, and make a project for future events (appendix 1).

Kolb's Module of Reflection



Source (Kolb, and Kolb, 2005)

This module of reflection was used at University to show me the importance of looking to all the perspectives when reflecting, analysing and give a conclusion. Kolb's learning cycle told me that i need to leave the experience to be able to feel it and start the process of reflection. Looking back to what happened i will learn from it, and use that knowledgment to plan the next steps and put it in practice to do better next time (Tisdell and Shekhawat, 2019). In healthcare i learned a variety of experiences, trainings, roles, policies, but leaving the experience is one of the most accomplish learnings, i learned by doing things wrong, and try to do it better in the next time, i learned sharing moments with patients, with body language situations, has aggressive or even compassion, appreciation.

Honey and Mumford's: Learning Style

With learning style questionnaire i was able to identify how i learn more, about my learning capacities and strengths, to find some of my lack skills and how to improve. I gave my honest answers and i discovered that i am a reflector person, following with pragmatist, theorist and last activist. I like to stand back and observe, being carefully- Reflector. I learn through doing things, to experiment ideas, going straight to the point and not loose my time in undetermined discussions-Pragmatist. I like to review experiences see different perspectives and slowly take conclusions. I am a rational person and objective, how likes to assimilate facts and link with theories -Theorist. I am not the person who first do and then watch the consequences, or someone who likes to be in the centre of attention- Activist (Honey, and Mumford, 1989). In healthcare environment i think it is very important training sessions, with theory and visual aids, but after that observing someone in a practical experience it is essential, i learn by doing things, asking someone to demonstrate and let me try to see if i am doing it in a correct way. Instead of asking for positive comments, i ask for honest and constructive comments, i like to know what i am doing wrong, to be

able to understand and correct them. I am also very observed so i learn very fast and when a task or new patient is given to me, i like to plan some steps and predict future outcomes (appendix 2).

Self-Motivated Quiz

The realization of this quiz helped me to understand how motivated am i to achieve my goals, it allowed me to see if i am persuading my objectives and if i have them, i need to analyse if am in the right path, developing and growing. My score calculation was 40 so, i am in a middle stage, i am doing alright and not in a loose path but i can do more. I need to be more positive and motivate other parts of my life. I need to work on my confidence and efficiency (Mind Tools,1996-2019).

Johari Window

	Known to Self	Unknown to Self
<u>Known to Others</u>	Open (Public knowledge; what I show to you)	Blind (Feedback - your gift to me)
<u>Unknown to Others</u>	Hidden (Private; mine to share if I trust you)	Unconscious (Unknown; new awareness can emerge)

Source:(Warner,2012)

The module above is an exercice to help with a intospection about yourselfs, about what i know about myself, what others think about me and what i dont know about me. Through this observation, discovery, analise and conclusion i can make a plan to cahnge, improve, and develop.

I am a hard worker, focus, how loves to learn every day, responsible, pratical, observed, but also quiet, scared of exposion, first impressions are not good has my facial expression is serious and sad, but i love to share and make friends. Others they dont see me like that, but also dependes how straight people know me or if they are willing to know me. At work with the persons i most deal with i got a very good feedback and i am happy has they see my qualities as a person and has a worker, i got lovely comments, but also they can see opportunities to take advantges has i can not say NO, só even i am really busy or i do

want to have some spare time to myself, i always prefer to take others needs than mine (Saxena,2015)

SWOT Analysis

This exercise is a tool to observe and analyse individuals strengths, weaknesses, opportunities and threats, it can also be used in employability environment to identify internal and external factors or problems. With this tool i was able to do my own reflection, analyse and start to make a development plan.

Personal SWOT Analysis			
Strengths	Weaknesses	Opportunities	Threats
Listening	Unconfidence	School	Panicking Presentations
Pay attention	Affraid to speak	Degree	Lack of knowledgemnt
Eye contact	Lack of vocabulary	Training Presentations	Brexit
Caring	Poor explanations	Increase vocabulary	Overwork
Learn every day		Assesements	Health

With this analyse i realise i need to improve my vocabulary attending classes, spending time reading more and developing my knowledge, devoloping this skills i will also feel more confident because i will know more about what i am talking based in facts and evidences. Presentation skills also need to be more trained by taking changes and speak in front of others (Gürel.and Tat.2017). In healthcare it is essencial to be focus, to pay attention to tasks, to patients and never loose the control and the calm. When paying attention to a patient i need to listening carefully even to body language movements, because some of the patients can not express themselves with words or do not control their behaviour. Working in healthcare can teache me diverse things because anything can happen at this environment, i am working with human beings só that is natural, learning from different individuals, expiriences, diseases , conditions. In this environment i fell confident, i like to be there for someone who needs it, and i am not affraid to speak, i dont show my weekness, i am always polited, asking permission to do any task, and always saying thank you. Dealing with overwork it is hard for me, i can not say no for myself i always take someone other side, and if they need me i will be there, but i am struggling

with my personal time free. I am trying to work out how to say NO to preserve my wellbeing (appendix 4).

Smart Goals

The ability to describe and identify lack of skills, qualities, and set goals to achieve should be done with SMART tool. The elaboration of this task will make people understand the difference between realistic and unrealistic goals, it will help to make a plan and measure time realization (Rubin, 2002).

Smart Goals				
Skill or Ability		Communication	Writing	Reading
S	<u>Specific</u>	Improve Vocabulary Talk in front of people Lack of confidence	Write e-mails Cover letters texts	Policies External sources Legal contexts
M	<u>Measurable</u>	I need to achieve in 1 year	In 3 months	1 year
A	<u>Agree</u>	Yes	Yes	Yes
R	<u>Realistic</u>	Yes	Yes	Yes
T	<u>Time-bound</u>		June to December 2019	June 2019 to June 2020

The task exercise proved I need to know more about what I am talking and I need to build my confidence using presentations in class, also the need to write more, politely and professionally. I need to check my e-mails in detail, analyse and absorb learning outcomes, I am already reading when necessary but I need to motivate myself to read more about different aspects, has policies, legal frameworks, and health environment.

With school attendance I am learning new vocabulary that I am trying to use on my daily basis, when communicating with my employer or even with my patients or relatives. Coming back to school is good and appropriate for me, as I want to grow in healthcare environment, but I was expecting more from this course, at level 4 I was expecting more complex learnings about policies and roles inside of healthcare, I was expecting more practical exercises to understand how to deal with problem solvings inside of organizations and proper explanations from the outcomes. It is grateful to learn the contexts I am learning but it is only a review and basic concepts to me, and I would consider this a level 1 for a starting in healthcare studies (appendix 5).

Personal Development Plan

With the course progression i reached the task of completing a PDP , this exercise has the objective to start a process of defining my goals and the steps i need to take to achive them. It will refelect the knowledge existent and the one's i need to learn, to improve and acomplish. The following table will demonstrate the steps to achive my objectives on a carer plan (Cottrell,2019).

Development plan				
NAME: Ivone Amorim		Student NUMBER: 1818223		
COVERING THE PERIOD FROM: June 2019		TO: September 2020		
want/need to learn?	What will I do to achieve this?	support will I need?	success criteria be?	review and completion
I need to learn more about communication skills	I will attend classes	Finish my course with positive feedback	Became a better communicater	June 2019 to May 2020
I need to build my confidence	I will train my presentation skills	Work in Healthcare along side with UNI	Talk about what i understand	April 2020
Learn Vocabulary	I will read more and talk more	Improve my CV	Increase my qualifications	
Improve my English	I will complet exercise in classes	Apply for better jobs	Apply for higher job positions	
Talk in front of people	Listenning carefully to lectures	Be able to do better reports	Feel more condident	September 2020
Improve my skills in Health and Social Care	Reflect and analyse learnings	Uni support	Follow with my studies L4/5	September 2020
Obtain more knowledge	Apply my learning on my job environement	Lectures reference job	Ingress in a Nursing course	September 2020
Improve Problem solving skills		Understand Healthcare policies		

Role Play

In the last weeks of Term 2 i had a exercise class to performed. The purpose of the role play was to perform an interview job with a partner. The interview included finding a job offer, the job requirements and the person specification. When planning this task i went to my NHS account and looked for some jobs (NHS Jobs,2020). I was trying to find a job in my area has i am already working in healthcare, but applying for NHS i find it hard, although i have a lot of expirience in the area working with complex care in the moment, and i do online trainings

and annual trainings that is not enough. I find myself in an unkown situation, i do apply for private agencies and i am always called for interviews, as well with a job offer, but after the offers most of the times i refuse the position because i realize the type of job will be the same i already have and the clients localization is to far from my residence. I also analise that is not what i want , i want more, and i miss working in a team, like in Hospitals, Respite spa's, or GP's environement.

With this exercise i looked at some vídeos on you tube to prepared myself, but i already knew how i wanted to conducted my interview, i have some expirience in answering questions about my work and i know what are the most comun questions in a interview. The employer wants to find if the interveew is the right person for the job, if it undrestands the role, and the confidence doing the job.

On my job environement i am confident because i love my job and i know what i am doing, although i feel very unconfident when someone has a strong personality and tryies to put me down, and that reflects on my presentation skills, i always panick. I did my best interviewing my colleague and being the interviewee, i had good verbal comments from the lecture and from two of other colleagues who expressed themselves while the interview was happening. I also got seven Interview Peer feedback, that i observed after. Giving my honest comment i am not to happy with the score that my colleagues had gaven to me, but i need to respect. I had a hard work preparing myself for this task, preparing the questions , how to welcome someone, to demonstrate confidence in my skills. At my perspective i think i did well, not looking to my shacking voice, i have knowledge and confidence talking about care, so i do not really agree with the my feedback given. I maintained eye contact all the time , my posture and movements were correct, i was polited, clear and focus.

Interview Feedback Form						
						Date: 12-12-2019
INTERVIEWEE: Ivone Amorim/Oana Olari			INTERVIEWER: Oana Olari / Ivone Amorim			
SCORE: 5= Excellent, 4=Very Good, 3= Good/A verage, 2=Poor, 1= Very Poor						
ARRIVAL, APPEARANCE & POISE						
	5	4	3	2	1	
Firmly shook hands of interviewer, smiled and greeted	1	4	2	0	0	1-Well presented demonstrated knowledge very good as interviewee and interviewer. 2- Through explanations on managing difficult patients
Maintained eye contact	0	3	4	0	0	
Hand and facial movements were natural	2	3	2	0	0	
Posture (sat up straight, etc.)	1	3	3	0	0	
Displayed confidence	1	4	2	0	0	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	1	3	2	0	0	
Aligned answers with the needs of the company	1	1	4	0	0	
Demonstrated skills with examples	1	4	3	0	0	
Acted in a polite manner	1	4	2	0	0	
Answered questions in full and in a timely manner	0	5	1	0	0	
Understood the position	1	3	3	0	0	
Displayed enthusiasm	1	3	3	0	0	
Focused on strengths; avoided weaknesses	1	2	4	0	0	
Referenced specific items on CV	0	2	5	0	0	
Emphasised qualifications	1	3	3	0	0	
Asked appropriate questions of the interviewer	1	3	3	0	0	
Spoke clearly and at a reasonable volume	0	3	3	0	0	
Limited the use of filler words such as "um" or "like"	0	4	3	0	0	
Did not talk negatively about previous employer(s)	0	2	5	0	0	
OVERALL PREPARATION						
	1	3	1			
POINTS AVAILABLE 100						
	14	59	57	0	0	

The picture above is the peer feedback summarised, although not every question has been answered, so my observation and analyse is only based on the marks pointed. There was no verbal feedback and the feedback was anonymous, in my perspective the questions had not been answered because my colleagues forgot, did not pay attention, were not sure how to mark the question, or the question in the feedback had not been covered. The feedback results given by my colleagues are marked between 59% Very Good and 57% Good/Average. According to them I did good, although some of them forgot to give some points, there were questions that have not been marked. I also had two comments, from two different colleagues. I am happy with that comments because it shows me that they were concentrated and paying attention to the role play, also one of the feedback is from someone who works in care so, there is feedback knowledge. The high points demonstrated that I firmly shook the hand of the interviewer, I smiled and greeted the

interviewer in a proper way with 4 points, with another 4 points my colleagues mentioned that i displayed confidence, i demonstrated skills with examples when speaking about the role, about how to perform personal care, and how to deal with no consent treatment, that we need to respect patients rights and it is his right to say No to treatments, just if theres a suspicious of lack of capacity i need to take other legal measures. Whith 5 points i answered questions in full and in a timely manner and with 4 points i did not use words such as "um" or "like". This has the most important points marked has Very Good, marked has Good/Avarage i had 4 points maintained eye contact with the interviewer, answering questions aligned with the needs of the company, i was focused on my strengths and avoided showing my weaknesses. I also got 5 points when not talking negatively about my employer that i need to respect and be polited (appendix 7).

Conclusion

The PDP module was very interesting because it made me reflect about myself, my past , my expiriences, the learnings obtained, my strengths and weekness and my goals, what i need to concretize to achive my objectives, it made me think how to prepare and plan the steps i need to follow. The role play was a tool to identify that in social life and healthcare environnement everything can happen, and i will find different people to work or to look after, accepting different perspectives and respect them. I am happy with what i learn and i am ready for more.

Appendices

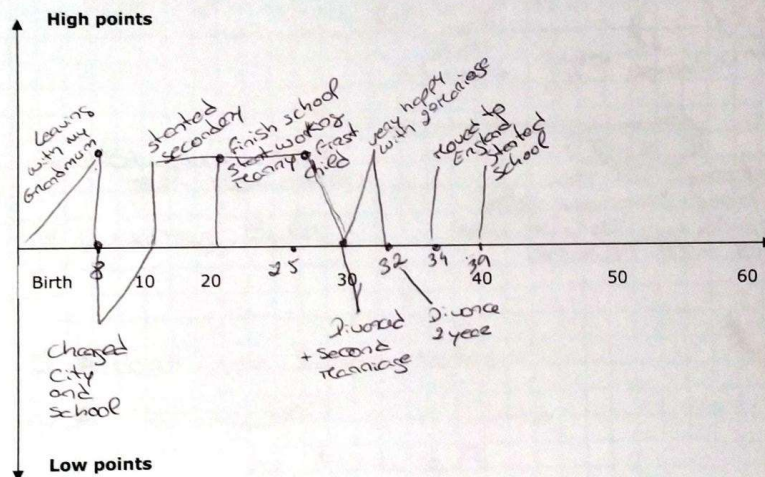
Appendix 1 – Life line exercise

Your lifeline

Many people find it helpful to look back on their experiences in order to think about what their priorities are and what they want from life. Producing a lifeline helps to give shape to the past rather than see it as a confusing jumble of events and experiences. This can be the first step towards considering the future and moving forward.

1. Print this form and, starting from your birth to the present day, note down key events in terms of the extent to which they mark high or low points of your life.
2. Were these key events instigated by you or the result of outside influences?
3. Do these experiences have anything in common?
4. Think about what happened and how you felt. What does this say about you and how might that affect your future decisions?

This lifeline should show your high and low points. Include key events in your life.



Source: <http://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=28130§ion=2.1>

Appendix 2- Honey and Mumford's

Handout 14: Honey and Mumford's Learning Styles

Honey and Mumford's Learning Styles

Learning styles were developed by Peter Honey and Alan Mumford, based upon the work of Kolb, and they identified four distinct learning styles or preferences: **Activist**, **Theorist**, **Pragmatist** and **Reflector**. These are the learning approaches that individuals naturally prefer and they recommend that in order to maximise one's own personal learning each learner ought to:

- understand their learning style
- seek out opportunities to learn using that style

The characteristics of the four learning styles are summarised in the following table:

Learning style	Attributes	Activities
Activist	Activists are those people who learn by doing. Activists need to get their hands dirty, to dive in with both feet first. Have an open-minded approach to learning, involving themselves fully and without bias in new experiences.	• brainstorming • problem solving • group discussion • puzzles • competitions • role-play
Theorist	These learners like to understand the theory behind the actions. They need models, concepts and facts in order to engage in the learning process. Prefer to analyse and synthesise, drawing new information into a systematic and logical 'theory'.	• models • statistics • stories • quotes • background information • applying theories
Pragmatist	These people need to be able to see how to put the learning into practice in the real world. Abstract concepts and games are of limited use unless they can see a way to put the ideas into action in their lives. Experimenters, trying out new ideas, theories and techniques to see if they work.	• time to think about how to apply learning in reality • case studies • problem solving discussion
Reflector	These people learn by observing and thinking about what happened. They may avoid leaping in and prefer to watch from the sidelines. Prefer to stand back and view experiences from a number of different perspectives, collecting data and taking the time to work towards an appropriate conclusion.	• paired discussions • self analysis • questionnaires • personality questionnaires • time out • observing activities • feedback from others • coaching interviews

(Reference: <http://www2.le.ac.uk/departments/gradschool/training/resources/teaching/theories/honey-mumford/>)

COMAPP - Community Media Applications and Participation

www.comapp-online.de

This project has been funded with support from the European Commission Lifelong Learning Programme. The publication on the project reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

PROJECT NUMBER: 505441-PP-2011-1-DE-4-ARD-INDIVIDUAL-IMP

ACCOMPANY NUMBER: 2011-1-DE-4-ARD-INDIVIDUAL-IMP



Honey and Mumford: Learning Styles Questionnaire

There is no time limit to this questionnaire. It will probably take you 10-15 minutes. The accuracy of the results depends on how honest you can be. There are no right or wrong answers. If you agree more than you disagree with a statement put a tick. If you disagree more than you agree put a cross by it. Be sure to mark each item with either a tick or cross. When you have completed the questionnaire, continue this task by responding to the points that follow.

- ☒ 1. I have strong beliefs about what is right and wrong, good and bad.
- ☐ 2. I often act without considering the possible consequences.
- ☒ 3. I tend to solve problems using a step-by-step approach.
- ☐ 4. I believe that formal procedures and policies restrict people.
- ☐ 5. I have a reputation for saying what I think, simply and directly.
- ☒ 6. I often find that actions based on feelings are as sound as those based on careful thought and analysis.
- ☒ 7. I like the sort of work where I have time for thorough preparation and implementation.
- ☐ 8. I regularly question people about their basic assumptions.
- ☒ 9. What matters most is whether something works in practice.
- ☒ 10. I actively seek out new experiences.
- ☒ 11. When I hear about a new idea or approach I immediately start working out how to apply it in practice.
- ☐ 12. I am keen on self-discipline such as watching my diet, taking regular exercise, sticking to a fixed routine etc.
- ☒ 13. I take pride in doing a thorough job.
- ☒ 14. I get on best with logical, analytical people and less well with spontaneous, "irrational" people.
- ☐ 15. I take care over the interpretation of data available to me and avoid jumping to conclusions.
- ☒ 16. I like to reach a decision carefully after weighing up many alternatives.
- ☐ 17. I'm attracted more to novel, unusual ideas than to practical ones.
- ☐ 18. I don't like disorganised things and prefer to fit things into a coherent pattern.
- ☒ 19. I accept and stick to laid down procedures and policies so long as I regard them as an efficient way of getting the job done.
- ☒ 20. I like to relate my actions to a general principle.
- ☒ 21. In discussions I like to get straight to the point.
- ☒ 22. I tend to have distant, rather formal relationships with people at work.
- ☐ 23. I thrive on the challenge of tackling something new and different.
- ☐ 24. I enjoy fun-loving, spontaneous people.
- ☒ 25. I pay meticulous attention to detail before coming to a conclusion.
- ☒ 26. I find it difficult to produce ideas on impulse.
- ☒ 27. I believe in coming to the point immediately.
- ☐ 28. I am careful not to jump to conclusions too quickly.
- ☒ 29. I prefer to have as many sources of information as possible - the more data to mull over the better.
- ☒ 30. Flippant people who don't take things seriously enough usually irritate me.
- ☒ 31. I listen to other people's point of view before putting my own forward.
- ☐ 32. I tend to be open about how I'm feeling.

33. In discussions I enjoy watching the manoeuvrings of the other participants.

34. I prefer to respond to events on a spontaneous, flexible basis rather than plan things out in advance.

35. I tend to be attracted to techniques such as network analysis, flow charts, branching programmes, contingency planning, etc.

36. It worries me if I have to rush out a piece of work to meet a tight deadline.

37. I tend to judge people's ideas on their practical merits.

38. Quiet, thoughtful people tend to make me feel uneasy.

39. I often get irritated by people who want to rush things.

40. It is more important to enjoy the present moment than to think about the past or future.

41. I think that decisions based on a thorough analysis of all the information are sounder than those based on intuition.

42. I tend to be a perfectionist.

43. In discussions I usually produce lots of spontaneous ideas.

44. In meetings I put forward practical realistic ideas.

45. More often than not, rules are there to be broken.

46. I prefer to stand back from a situation and consider all the perspectives.

47. I can often see inconsistencies and weaknesses in other people's arguments.

48. On balance I talk more than I listen.

49. I can often see better, more practical ways to get things done.

50. I think written reports should be short and to the point.

51. I believe that rational, logical thinking should win the day.

52. I tend to discuss specific things with people rather than engaging in social discussion.

53. I like people who approach things realistically rather than theoretically.

54. In discussions I get impatient with irrelevancies and digressions.

55. If I have a report to write I tend to produce lots of drafts before settling on the final version.

56. I am keen to try things out to see if they work in practice.

57. I am keen to reach answers via a logical approach.

58. I enjoy being the one that talks a lot.

59. In discussions I often find I am the realist, keeping people to the point and avoiding wild speculations.

60. I like to ponder many alternatives before making up my mind.

61. In discussions with people I often find I am the most dispassionate and objective.

62. In discussions I'm more likely to adopt a "low profile" than to take the lead and do most of the talking.

63. I like to be able to relate current actions to a longer-term bigger picture.

64. When things go wrong I am happy to shrug it off and "put it down to experience".

65. I tend to reject wild, spontaneous ideas as being impractical.

66. It's best to think carefully before taking action.

67. On balance I do the listening rather than the talking.
68. I tend to be tough on people who find it difficult to adopt a logical approach.
69. Most times I believe the end justifies the means.
70. I don't mind hurting people's feelings so long as the job gets done.
71. I find the formality of having specific objectives and plans stifling.
72. I'm usually one of the people who puts life into a party.
73. I do whatever is expedient to get the job done.
74. I quickly get bored with methodical, detailed work.
75. I am keen on exploring the basic assumptions, principles and theories underpinning things and events.
76. I'm always interested to find out what people think.
77. I like meetings to be run on methodical lines, sticking to laid down agenda, etc.
78. I steer clear of subjective or ambiguous topics.
79. I enjoy the drama and excitement of a crisis situation.
80. People often find me insensitive to their feelings.

Scoring

You score one point for each item you ticked. There are no points for crossed items. Circle the questions you ticked on the list below:

2	7	1	5
4	13	3	9
6	15	8	11
10	19	12	19
17	23	14	21
23	29	18	27
24	25	20	38
32	31	22	37
34	33	28	44
38	36	30	49
40	39	42	50
43	41	47	53
45	48	51	54
48	52	57	56
58	55	61	59
64	60	63	65
71	62	68	69
72	66	75	70
74	67	77	73
79	79	78	80
6	37	13	34
Activist	Reflector	Theorist	Pragmatist

Your result may show that you have a particular learning style. It may be useful to bear this in mind as you approach tasks. Was the approach you adopted the best one in the circumstances? Would adopting another learning style have improved your performance?

Appendix 3- Swot Analyse

MindTools
Essential skills for an excellent career

June Anonm
18.3.2013

Worksheet

Personal SWOT Analysis Worksheet

For instructions on using Personal SWOT Analysis, visit www.mindtools.com/personalswt.

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
Listening pay attention eye contact caring learn every day	unconfidence afraid to speak lack of vocabulary poor explaining something
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose you to?
School opportunities Degrees training presentation skills	panic lack of knowledge

© Copyright Mind Tools Ltd, 2006-2017.
Please feel free to copy this sheet for your own use and to share with friends, co-workers or team members, just as long as you do not change it in any way.

Appendix 4- SMART Objectives

SMART Tasks Specific - Measurable - Agreed - Realistic - Time-bound

Name June Anonm 18.3.2013

skill or ability area	specific task (what is the task or objective? attach details if appropriate)	measures (standards and parameters)	agreed (is it?)	realistic (is it?)	timings (start/finish dates)	comments/actions (follow-up notes - attach details if appropriate)
Communication	• Improve vocabulary • Talk in front of people • Confidence (lack)	I need to achieve in 3 years time	yes	yes	June 2019 to June 2020	I need to know more about what I am talking about to feel more confidence.
Writing	• write emails • letters • texts	3 months	yes	yes	June 2019 to December 2019	look more to professional emails, letters.
Reading	• Policies • External sources	1 year	yes	yes	June 2019 to	I am already reading more, but I still need to practice

This management tool was developed by alan chapman consultancy and you may use it personally or within your organisation provided copyright and www.businessballs.com is acknowledged. Publication in any form or use in provision of business services to a third party is not allowed without permission from alan chapman. Support and advice on using this system is available from alan chapman via email advice@alanchapman.com. Free online training and systems (and explanation of task delegation and other theories) are at www.businessballs.com. © alan chapman 2002.

www.businessballs.com © alan chapman 2002

Appendix 5- Peer Feedback

Interview Feedback Form						Date: 12/12/19
INTERVIEWEE: IVORNE			INTERVIEWER: DAN			
SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor						
	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	Well prepared, demonstrated knowledge, very confident and informed
Maintained eye contact	☐	☒	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☐	☒	☐	☐	
Displayed confidence	☐	☒	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☐	☐	☐	☐	
Aligned answers with the needs of the company	☐	☒	☐	☐	☐	
Demonstrated skills with examples	☐	☒	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☐	☐	☐	☐	
Understood the position	☐	☒	☐	☐	☐	
Displayed enthusiasm	☐	☒	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☒	☐	☐	☐	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☐	☒	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐	☒	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE _____ %						
						<i>[Signature]</i>

Interview Feedback Form						Date: 12.12.19
INTERVIEWEE: IVORNE AROOYE			INTERVIEWER:			
SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor						
	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☐	☒	☐	☐	
Maintained eye contact	☐	☐	☒	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☒	☐	☐	☐	
Displayed confidence	☐	☒	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	
Aligned answers with the needs of the company	☐	☐	☒	☐	☐	
Demonstrated skills with examples	☐	☐	☒	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☐	☒	☐	☐	☐	
Displayed enthusiasm	☐	☐	☒	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☐	☒	☐	☐	
Spoke clearly and at a reasonable volume	☐	☐	☒	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐	☒	☐	☐	
OVERALL PREPARATION						
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE _____ %						
						<i>[Signature]</i>

Interview Feedback Form

Date: _____

INTERVIEWEE: Ivone

INTERVIEWER: _____

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	
Maintained eye contact	☐	☐	☒	☐	☐	
Hand and facial movements were natural	☒	☐	☐	☐	☐	
Posture (sat up straight, etc.)	☒	☐	☐	☐	☐	
Displayed confidence	☐	☒	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	
Aligned answers with the needs of the company	☐	☐	☒	☐	☐	
Demonstrated skills with examples	☒	☐	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☐	☐	☒	☐	☐	
Displayed enthusiasm	☐	☒	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☒	☐	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☒	☐	☐	☐	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐	☐	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☒	☐	☐	☐	
OVERALL PREPARATION	☒	☐	☐	☐	☐	
POINTS AVAILABLE <u>100</u> POINTS EARNED _____ GRADE _____ %						

Interview Feedback Form

Date: _____

INTERVIEWEE: Ivone Amorim

INTERVIEWER: CAWA

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☒	☐	☐	☐	☐	
Maintained eye contact	☐	☐	☐	☐	☐	
Hand and facial movements were natural	☐	☐	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☒	☐	☐	☐	
Displayed confidence	☒	☐	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☒	☐	☐	☐	☐	
Aligned answers with the needs of the company	☒	☐	☐	☐	☐	
Demonstrated skills with examples	☐	☐	☐	☐	☐	
Acted in a polite manner	☒	☐	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☒	☐	☐	☐	☐	
Displayed enthusiasm	☐	☐	☐	☐	☐	
Focused on strengths; avoided weaknesses	☒	☐	☐	☐	☐	
Referenced specific items on CV	☐	☐	☐	☐	☐	
Emphasised qualifications	☐	☐	☐	☐	☐	
Asked appropriate questions of the interviewer	☒	☐	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☐	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐	☐	☐	☐	
OVERALL PREPARATION	☐	☒	☐	☐	☐	
POINTS AVAILABLE <u>100</u> POINTS EARNED _____ GRADE _____ %						

Interview Feedback Form

Date: 12/12/19

INTERVIEWEE: J. VOLUME

INTERVIEWER:

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	
Maintained eye contact	☐	☒	☐	☐	☐	
Hand and facial movements were natural	☐	☒	☐	☐	☐	
Posture (sat up straight, etc.)	☐	☒	☐	☐	☐	
Displayed confidence	☐	☒	☐	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☒	☐	☐	☐	
Aligned answers with the needs of the company	☐	☒	☐	☐	☐	
Demonstrated skills with examples	☐	☒	☐	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☐	☒	☐	☐	☐	
Displayed enthusiasm	☐	☒	☐	☐	☐	
Focused on strengths; avoided weaknesses	☐	☒	☐	☐	☐	
Referenced specific items on CV	☐	☒	☐	☐	☐	
Emphasised qualifications	☐	☒	☐	☐	☐	
Asked appropriate questions of the interviewer	☐	☒	☐	☐	☐	
Spoke clearly and at a reasonable volume	☐	☒	☐	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☒	☐	☐	☐	
Did not talk negatively about previous employer(s)	☐	☒	☐	☐	☐	
OVERALL PREPARATION	☐	☒	☐	☐	☐	
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE _____ %						

Interview Feedback Form

Date:

INTERVIEWEE:

INTERVIEWER:

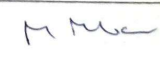
SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☒	☐	☐	☐	
Maintained eye contact	☐	☐	☒	☐	☐	
Hand and facial movements were natural	☐	☐	☒	☐	☐	
Posture (sat up straight, etc.)	☐	☐	☒	☐	☐	
Displayed confidence	☐	☐	☒	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☐	☒	☐	☐	
Aligned answers with the needs of the company	☐	☐	☒	☐	☐	
Demonstrated skills with examples	☐	☐	☒	☐	☐	
Acted in a polite manner	☐	☒	☐	☐	☐	
Answered questions in full and in a timely manner	☐	☒	☐	☐	☐	
Understood the position	☐	☐	☒	☐	☐	
Displayed enthusiasm	☐	☐	☒	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☐	☒	☐	☐	
Spoke clearly and at a reasonable volume	☐	☐	☒	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☐	☒	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐	☒	☐	☐	
OVERALL PREPARATION	☐	☐	☐	☐	☐	
POINTS AVAILABLE 100 POINTS EARNED _____ GRADE _____ %						

Interview Feedback Form

INTERVIEWEE: _____ INTERVIEWER: Cara Date: 12.12.2019

SCORE: 5= Excellent, 4=Very Good, 3= Good/Average, 2=Poor, 1= Very Poor

	5	4	3	2	1	Comments
ARRIVAL, APPEARANCE & POISE						
Firmly shook hands of interviewer, smiled and greeted	☐	☐	☒	☐	☐	Thorough explanations on managing difficult patients thorax
Maintained eye contact	☐	☐	☒	☐	☐	
Hand and facial movements were natural	☐	☐	☒	☐	☐	
Posture (sat up straight, etc.)	☐	☐	☒	☐	☐	
Displayed confidence	☐	☐	☒	☐	☐	
SKILLS PRESENTATION & DELIVERY						
Demonstrated knowledge about the company	☐	☐	☒	☐	☐	
Aligned answers with the needs of the company	☐	☐	☒	☐	☐	
Demonstrated skills with examples	☐	☐	☒	☐	☐	
Acted in a polite manner	☐	☐	☒	☐	☐	
Answered questions in full and in a timely manner	☐	☐	☒	☐	☐	
Understood the position	☐	☐	☒	☐	☐	
Displayed enthusiasm	☐	☐	☒	☐	☐	
Focused on strengths; avoided weaknesses	☐	☐	☒	☐	☐	
Referenced specific items on CV	☐	☐	☒	☐	☐	
Emphasised qualifications	☐	☐	☒	☐	☐	
Asked appropriate questions of the interviewer	☐	☐	☒	☐	☐	
Spoke clearly and at a reasonable volume	☐	☐	☒	☐	☐	
Limited the use of filler words such as "um" or "like"	☐	☐	☒	☐	☐	
Did not talk negatively about previous employer(s)	☐	☐	☒	☐	☐	
OVERALL PREPARATION						LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.
POINTS AVAILABLE <u>100</u>						 m m m
POINTS EARNED _____						
GRADE _____ %						

Appendix 7- Job Description

Imperial College Healthcare NHS

ADDITIONAL INFORMATION

Medical Examinations
All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults
Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration
Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave To Remain
If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution
The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: www.nhs.uk/constitution

Dignity & Respect
The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information
The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1998) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management
All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

CLSR/G/GMD/TRA/NR/0315-17

AIM OF THE ROLE:
To assist and support the registered nurse under supervision with the delivery of direct

Health, Safety and Security
The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

KEY

- Conflict of interests**
You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.
- Infection control**
It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.
- Clinical staff** – on entering and leaving clinical areas and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.
- Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

MAIL

Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management
The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- 1.1 Taking part in activities for improving quality such as clinical audit
- 1.2 Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- 1.3 Following Trust policies, guidelines and procedures
- 1.4 Maintaining your continue professional development
- 1.5 All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping
- 1.6 Professional Association/Trade Union Membership
The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.
- 1.7 CLSR/G/GMD/TRA/NR/0315-17
- 1.8 recording training and output of times and salaries
- 1.8 Preparation and assisting with clinical procedures including removal of cannulas

CLSR/G/GMD/TRA/NR/0315-17



- 1.9 Escort patients who are in a stable condition to other departments in the hospital for tests, investigations and treatments
- 1.10 Be sensitive and supportive to the needs of bereaved relatives and friends in the event of a patient death. Assist in carrying out last offices with a Registered Nurse
- 1.11 After appropriate training and assessment, measure and record routine observations of weight, blood pressure, temperature, pulse, respiratory rate and pain scores. Report any abnormalities and concerns to a Registered Nurse. If using the 'Early Warning Chart' documentation, to report all triggers to a Registered Nurse

2. Maintenance of a safe working environment

- 2.1 Contribute towards the provision of a safe environment for patients, staff and visitors
- 2.2 Understand and adhere to all Trust policies, guidelines and procedures in particular, Health and Safety, Fire Safety, Waste Management and Resuscitation policies
- 2.3 Apply universal precautions at all times to minimise the risks of cross infection on the ward
- 2.4 Ensure that all equipment is stored correctly and that the ward and storage areas are kept clean and tidy
- 2.5 Report any breakage's or malfunction of equipment to the RN

3. Communication and organisational

- 3.1 Ensure effective and appropriate communication with staff, patients, relatives and visitors, maintaining confidentiality at all times.
- 3.2 Receive and contribute to reports on the progress of patients on the ward
- 3.3 Greet and orientate patients and visitors to the ward environment
- 3.4 Attend staff meetings and contribute constructively towards the smooth running of the clinical area
- 3.5 Ensure that patient details are entered and updated in an accurate and timely manner on the electronic information system (IC/HIS).
- 3.6 Assist with clerical duties on the ward when required including arranging patient transport services and outpatient appointments
- 3.7 Answer the telephone, respond to queries, take messages and deal with enquires referring to the RN when appropriate
- 3.8 Be able to receive and redirect incoming calls and access the tleep system

4. Ward Supplies

- 4.1 Assist with stock control and the safe storage of ward supplies, receiving and checking deliveries to the ward

C:\SR\GG\MD\TRAIN\0313-17

- 4.2 Collect medication from the pharmacy when required

5. Personal Development

- 5.1 Participate in appraisal and the development of a personal development plan in agreement with the RN
- 5.2 Where agreed by post-holder and line manager, undertake a programme of training leading to a relevant QCF Level 3 award (e.g. NVQ3, L3 Diploma, or Advanced Apprenticeship) in accordance with a Learning Agreement
- 5.3 Ensure that knowledge and skills are updated to maintain safe standards of care and treatment for patients

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

C:\SR\GG\MD\TRAIN\0313-17

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

PERSON SPECIFICATION

Post: HealthCare Assistant
Manager: Charge Nurse

ATTRIBUTE/SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	Application Form Certificates or Assessment Interview	Numeracy, and spoken and written English, to an appropriate standard to fulfil the job requirements (Adult Basic Skills Literacy L2, Numeracy L1)	
SKILL/ABILITIES	Application form Interview/Assessment	Good communication skills both oral and written. Good team working and interpersonal skills. Demonstrate ability to work on own initiative. Assertiveness skills.	
		Ability to demonstrate the competencies required to be awarded the Care Certificate after 450 hours have been worked at Imperial College Healthcare Trust.	
EXPERIENCE	Application form/CV	Demonstrate a clear insight into the role. Up to date experience; worked within a care setting within the last 18 months	
COMMUNICATION SKILLS	Application form/CV	Good communication skills both oral and written.	
	Assessment/Interview		
PHYSICAL QUALITIES		Such as to meet the requirements of the role with any reasonable adjustments	
PERSONAL QUALITIES/VALUES	Assessment/Interview	Approachable, caring, kind and honest. Punctual and enthusiastic. Calm under reasonable pressure. Good customer care skills. Demonstrable ability to meet Trust values	

CLINICAL PROGRAMME GROUP/CORPORATE SERVICE INFORMATION

(The Division of Medicine is one of the largest Divisions in the Trust. Our clinical, research and educational work is now across these directorates:

- Renal Medicine
- Specialist medicine
- Emergency Medicine
- Acute Medicine and Medicine for the Elderly
- HIV, Sexual Health and Infection
- Stroke and Neurosciences

The division has a variety of specialities such as respiratory medicine, gastroenterology, elderly medicine, diabetes, endocrinology, general medicine. The specialty composition of these directorates is designed to facilitate streamlined working and clinical and academic collaboration. The directorates work across Imperial College campuses and span St Mary's, Hammersmith and Charing Cross hospital sites.

The Division of Medicine is committed to the academic health sciences centre vision of delivering breakthroughs in research directly to our patients and stepping up to world class clinical care and patient experience. We already have numerous examples of clinical excellence, delivered within a financially sound environment, complemented by a range of high-quality research activities, extensive teaching programmes and highly regarded nursing posts. Our challenge is to harness our talents, partnerships and new critical mass for the benefit of our patients.

INFORMATION ABOUT IMPERIAL COLLEGE HEALTHCARE TRUST

Imperial College Healthcare NHS Trust was launched on 1st October, 2007. Made up of five hospitals: Charing Cross, Hammersmith, Queen Charlotte's and Chelsea, St Mary's and the Western Eye, and integrating with Imperial College London, we are one of the largest acute trusts in the UK with an annual turnover exceeding £800 million and employing almost 10,000 staff. Offering more than 50 clinical specialities, and with one of the largest portfolios of services in the country we have one million patient contacts a year.

The Trust has established the UK's first Academic Health Science Centre (AHSC). The AHSC aims to bring together the delivery of healthcare services, teaching and research in a partnership for the purpose of improving the health of its patients, advancing clinical teaching and scientific invention and innovation.

The Trust's sites:

- **Hammersmith Hospital** - a postgraduate teaching hospital, famous for its research, and a centre for respiratory medicine, rheumatology, cardiac sciences, gastro-intestinal disease, cancer, particularly gastro-intestinal and HEP, lung and solid organ cancers, and renal medicine. It contains the largest clinical research imaging centre in Europe.
- **St Mary's Hospital** - in Paddington is world renowned, and provides general hospital services to local communities in West London and beyond, and specialist services in paediatrics, obstetrics, infection and immunity, ophthalmology, robotic surgery and cardiology which are accessed by patients from across the nation and the world. St Mary's is a teaching

hospital for academic research and medical education.

- **Charing Cross Hospital** - An undergraduate teaching hospital and a centre for major trauma and serious illness, emergency surgery, neuroscience, vascular services and musculo-skeletal services.
- **Queen Charlotte's & Chelsea Hospital** - A world-renowned advanced obstetrics and fertility centre, women's health and ambulatory paediatrics services.
- **Western Eye Hospital** - is the inpatient specialist hub for ophthalmic services in West London offering the only 24 hour emergency eye care in London.
- **Imperial College London** - is one of the largest and most influential medical schools nationally and internationally with excellent credentials in teaching and research. It is regularly assessed as one of the top three biomedical research institutions in the UK. It is highly ranked for undergraduate medical education, has an outstanding record of postgraduate medical education and in producing the research leaders of the future. The College has one of the largest operational estates of any UK University. It includes six central London campuses: The main South Kensington campus, Hammersmith, Charing Cross, Chelsea and Westminster, Royal Brompton and St Mary's.

Person Specification

Health Care Assistant Information Sheet

Summary of Responsibilities

- Work as part of the multidisciplinary team.
- Provide planned personal and rehabilitation care for patients under the direction of a registered nurse.
- Report on patient's condition to registered nursing staff.
- Assist the registered nurse in the assessment of patients' care needs.

MAIN DUTIES

1. CLINICAL

- 1.1 Assist patients with routine day-to-day personal care/rehabilitation programmes (e.g. personal hygiene, eating and drinking, skin care and assisting patients with their mobility), referring any non-routine observations to the Primary or Associate Nurse.
- 1.2 Prioritise own workload, seeking advice from a more senior member of staff where necessary.
- 1.3 Observe patient progress against planned goals and report changes in the patients' condition or care needs to a registered nurse in a timely manner e.g. on a routine (at hand-over meetings) or urgent basis (immediately) depending on the priority.
- 1.4 Assist patients to fulfil their social, psychological, recreational or occupational needs.
- 1.5 Carry out safe moving and handling practice, on a daily basis for patients in accordance with planned programmes of care and Trust policies, using appropriate manual handling equipment as prescribed by the Primary or Associate Nurse, e.g. hoists, wheelchairs, turning aids.
- 1.6 Undertake clinical observations e.g. temperature, blood pressure, urine testing and report result to an appropriate health care professional.
- 1.7 Assist Registered Nurses in providing information to patients and carers on improving their health and well being and of resources available to them.
- 1.8 Participate in (shared care) (collaborative care) meetings making practical arrangements for discharge as prescribed by the Primary or Associate Nurse.
- 1.9 Develop and establish meaningful rapport with patients and their relatives/carers and demonstrate an awareness of individual patient needs.
- 1.10 Motivate and negotiate with patients to maximise treatment outcomes where necessary.
- 1.11 Adhere to Trust standards, protocols, policies and procedures and contribute to the process of benchmarking clinical practice under "Essence of Care".
- 1.12 Assist with the safe keeping of patients' property and ensure that appropriate records are maintained in accordance with Trust policies.
- 1.13 Participate in initiatives to facilitate patient/client/carer involvement, including service user surveys.

- 1.14 Ensure own approach to patient care respects the patients' privacy and dignity at all times, including a respect for patient choice.
- 1.15 Communicate effectively with other ward staff and members of the multidisciplinary team.
- 1.16 Comply with health and safety requirements and infection control procedures specified by the Trust/Service.
- 1.17 Identify and make use of opportunities for sharing best practice and learning.

2. ADMINISTRATIVE

- 2.1 Work positively with health and social care colleagues to maintain effective working relationships.
- 2.2 Follow Trust and local protocols, policies and procedures, including participating in discussions about proposed changes to local practice.
- 2.3 Follow protocols for dealing with major events, e.g. cardiac arrest, as the need arises.
- 2.4 Seek support and advice from more experienced colleagues when faced with matters outside of sphere of responsibility or knowledge.
- 2.5 Participate in surveys, audit and research programmes when requested by the Ward Manager or another registered nurse.
- 2.6 Observe duty of care in relation to equipment and resources used in course of own work.
- 2.7 Ensure that new, replacement equipment is not used by self or others until it has been commissioned.
- 2.8 Defective equipment is reported and made safe without delay in accordance with Trust procedures.
- 2.9 Accurately record patient care delivered and observations, ensuring compliance with agreed record keeping systems of the Trust.
- 2.10 Receive and acknowledge any face-to-face or telephone messages and relay messages to an appropriate health care professional.
- 2.11 Promote and maintain good working relationships with colleagues.
- 2.12 Attend training sessions and staff development activities as deemed necessary by the Ward Manager, disseminating information where appropriate to other members of staff.

3. LIMITS OF AUTHORITY

- 3.1 May not dismiss or suspend staff under the disciplinary procedures
- 3.2 May not take annual leave without prior agreement of the manager

4. GENERAL REQUIREMENTS

- 4.1 Ensure they:
 - Adhere to Trust and Local Authority policies and procedures at all times
 - Comply with Trust and Local Authority standing orders, standing financial instructions, policies, procedures and guidelines.
 - Take reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.

Job Application

Standard form for Bank - HCA

Job Reference: 290-A-10-41737

Employer: Imperial College Healthcare NHS Trust

Application Reference: AR-185-880-887

Personal Information

Fields marked with an asterisk (*) are mandatory

Details entered in this part of the form will be held by the recruiting employer. Access to this information will be withheld from the shortlisting panel. Please do not type using only capital letters, as this could lead to your application being automatically rejected. Please use the appropriate mixture of capital and lowercase letters in standard written text.

Email address

ic-fag@hotmail.com

Title

Ms

Surname/Family name *

Amorim

First name * Middle name(s)

Ivone Conceicao Ferreira

Name in which you are registered with a professional body (if applicable)

Ivone

UK National Insurance number

SR751184A

Address line 1 *

76 Malvern Drive

Address line 2

Ilford

Address line 3

No answer given

The Good Care Group

Employer address

15 The Tower Building, York Rd, London SE1 7NQ

Type of business

live in carers provider services

Reporting to (Job title)

No answer given

Telephone

020 3728 7577

Your job title

Healthcare assistant- live in

Start date

09/2014

End date

05/2016

Grade

Salary

No answer given No answer given

Period of notice

No answer given

Reason for leaving (if applicable)

Supporting my mum in a period of grief.

Brief description of your duties and responsibilities

- Responsible for listening, understanding and give feedback to my patient
- Ensuring the safety of the house environment
- Responsible to check all the medication and stocks
- Providing support with GP's appointments and Clinic Transfer
- Organizing daily daily life, enjoying taking the patient out of the house to her favorite places
- Ensuring personal care and all the care was done with privacy and dignity
- Excellent skills in team work

Previous employer 3 of 6

Employer name

Caremark- Hillington

Employer address

6 Marlborough Parade, Uxbridge Rd, Uxbridge UB10 0LR

- Ensuring Controlled Routine, Ventilator Sets Observations, Tracheostomy (change, secured, care)
- Comfort patients in time of distress (Adults and Childrens)
- Assisted clients in every aspect of daily life and encourage them to achieve more
- Responsible to provide safe environment

Previous employer 1 of 6

Employer name

Zentar Uk

Employer address

3 Berghem Mews, Blythe Rd, Hammersmith, London W14 0HN

Type of business

Recruitment Agency

Reporting to (Job title)

No answer given

Telephone

No answer given

Your job title

Healthcare assistant

Start date

01/2017

End date

No answer given

Grade

Salary

No answer given No answer given

Period of notice

No answer given

Reason for leaving (if applicable)

I am still registered with them, but unavailable to take shifts, due attending UNI, and working for another agency.

Brief description of your duties and responsibilities

- Assisted clients in every aspect of Hospital environment
- Collaborated with Nurses and HCA, good communication skills and team work
- Enjoy practical tasks and Hospital routines

Previous employer 2 of 6

Employer name

Type of business

care at home

Reporting to (Job title)

No answer given

Telephone

01895 230430

Your job title

HCA-Supporter worker-live in

Start date

06/2014

End date

09/2014

Grade

Salary

No answer given No answer given

Period of notice

No answer given

Reason for leaving (if applicable)

Desire to progress more, to learn and develop.

Brief description of your duties and responsibilities

- Responsible for listening, understanding and give feedback to my patient
- Ensuring the safety of the house environment
- Responsible to check all the medication and stocks
- Providing support with GP's appointments and Clinic Transfer
- Ensuring personal care and all the care was done with privacy and dignity
- Excellent relationship with other carers, good team work between everyone

Previous employer 4 of 6

Employer name

Community Careline Services - Romford

Employer address

9 Bryant Ave, Romford RM3 0AP

Type of business

Domiciliary Care Services

Reporting to (Job title)

No answer given

Telephone
01708 386724

Your job title
Support worker

Start date
03/2014

End date
06/2014

Grade Salary
No answer given No answer given

Period of notice
No answer given

Reason for leaving (if applicable)
No answer given

Brief description of your duties and responsibilities

- Responsible for managing short time work and driving skills, maintaining safety
- Ensuring that every client was safe at home and reporting to agency
- Providing excellent care to different persons
- Responsible to ensure privacy and dignity
- Ensuring that equipments were in good practice
- Making the client comfortable before leaving, and cleaning the arounds

Previous employer 5 of 6

Employer name
Hairkorporus

Employer address
**Rua de Sao Sebastiao , 79
Areosa
4900-438
Portugal**

Type of business
No answer given

Reporting to (Job title)
No answer given

Telephone
258843388

Grade Salary
No answer given No answer given

Period of notice
No answer given

Reason for leaving (if applicable)
No answer given

Brief description of your duties and responsibilities

- Responsible for providing excellent care/ personal care
- Ensuring that every person was having the right to their privacy and dignity
- Maintaining equipment in use clean
- Listening to individuals needs and assessed them
- Responsible for the cleanness of the surrounding spaces
- Became responsible for the team organization planing and preparation of work

Employment Gaps

If you have any gaps within your employment history, please state the reasons for the gaps below.

From 05/2010 to 03/2011 i was attending a Professional course of
Beauticien/Cosmotologist/Massagiste Level 3.

Em Your job title
Estheticien/Beauticien/Massagist

Please provide your contact details
Start date
03/2011

End date
03/2014

Month Grade Salary
No answer given No answer given

Current Period of notice
No answer given

Employment Reason for leaving (if applicable)
Closing Down

Type Brief description of your duties and responsibilities
No answer given

Reporting to (Job title)
**Responsible for Business and managing
Organising work, schedules, and Planning
Performing all the treatment techniques in Facial, Body , manicure, pedicure, massage**

Previous employer 6 of 6

Employer name
Congregacao Nossa Senhora da Caridade

Employer address
Rua Bombeirosiros, 4900-533 Viana do Castelo, Portugal

Type of business
Home Care

Reporting to (Job title)
No answer given

Telephone
+351 258 808 010

Your job title
Care assistant

Start date
04/1999

End date
05/2010

Referees

Fields marked with an asterisk (*) are mandatory

Please provide the names and full contact details of your referees.

- Referencoes must cover a 3 year period of continuous employment, training or education. Your referees will need to confirm this. They may need to comment on your skills, personal qualities and suitability for the post.
- Your referee could be an HR department, line manager or someone in a position of responsibility.
- You must provide an email address for each referee. This may require you to contact your referee to confirm this prior to submitting your application, as this is a mandatory field.
- If you are a student or trainee this should include a teacher/tutor at your school/college or university.
- If you have not been in employment or education for the last 3 years, you may need to supply a character reference or a personal statement. A character reference must not be from a relative or someone who has a financial arrangement with you.
- Emails for employers must be a valid work email address and not the referee's personal email address unless the email being provided is covering a gap in work history or the employer no longer exists and the referee being used is a personal/character referee.
- All reference requests will be verified by the recruiting employer.

Referees may be approached before interview, unless you state otherwise below.

Referee 1 of 2 *

Type of reference *

Current Employer

Email address of referee *

Evita.Karisa@hfhhealthcare.co.uk

Title

Miss

Surname/Family name * First name *

Karisa

Evita

Relationship *

HR Team

Employer name *

HFH Healthcare

Referee job title *

HR

Address line 1 *

Tuition House, 27-37 St George's Rd,

Address line 2

London

Address line 3

No answer given

Town/City County/State
Wimbledon **No answer given**

Country * Postcode/Zip code *
United Kingdom **SW19 4EU**

Telephone Fax
07463395055 **No answer given**

Period this reference covers from **07/2016** To **11/2019**

Can the referee be approached prior to interview? *
Yes

Referee 2 of 2

Type of reference *
School/College/University/Higher Education

Email address of referee *
c.mafuva@uwtsd.ac.uk

Title
Mr

Surname/Family name * First name *
Mafuva **Christopher**

Relationship *
Tuition Lecture

Address line 1 *
Winchester House, 11 Cranmer Rd,

Address line 2
London

Address line 3
No answer given

Town/City County/State
Oval **London**

Country * Postcode/Zip code *
United Kingdom **SW9 6EJ**

Telephone Fax
020 7566 7600 **No answer given**

Period this reference covers from **No answer given** To **No answer given**

Can the referee be approached prior to interview? *

Supporting Information Fields marked with an asterisk (*) are mandatory

In this section you need to demonstrate that you have read the published person specification and how you meet the essential and (where relevant) desirable criteria for this particular post, if this has not been fully covered in the previous sections.

Please include your reasons for applying and take the opportunity to highlight your particular talents and strengths, (what you feel you can personally offer - what is unique to you - what sets you apart from your peers).

Please DO NOT include personal details or duplicate information already provided elsewhere in your application.

Supporting information *

I am a very enthusiastic Healthcare assistant, I love my job and I enjoy learning everyday. I am a healthcare assistant for 16 years, I have experience working with different individuals and environments, I am growing in practical experiences and personal development. My recent experience took me to work with complex care clients, long-term ventilator patients with multiple conditions, I am monitoring Oxygen levels (SaO2), SpO2, performing suction, Tracheostomy care, repositions, evaluating skin conditions, undertaking fluids via Peg, catheter care, bowel management and administering medication.

I am assisting patients in the daily care routine, maintaining their privacy and dignity, working with high standards, also ensuring that all the equipment is tidy and clean, maintenance is up to date.

The need of understanding the importance of good communication skills in Health Care is imperative and really useful when working with unique individuals. I consider myself self-organised and with good communication skills, verbal, non-verbal and writing skills. Day by day I need to fill proper reports, use emails, and phone calls to communicate with my agency, GPs, and families.

I would love to be taken in consideration, and looking forward to meeting you and discussing further my application and CV.

Yours Sincerely

Ivone Amorim

Additional Personal Information

Preferred employment type

- Full time
- Part time
- Flexible hours

CV

Uploading a CV is optional and your application will be considered equally regardless of whether or not you upload a CV. If you upload a CV, it does not replace completing the application form and you should not refer readers of your application form to your CV. Accepted file types are .rtf, .doc, .docx, .pdf up to a maximum size of 1 MB.

The following file has been uploaded: [cv.pdf 2019.pdf](#)

Monitoring Information Fields marked with an asterisk (*) are mandatory

This section of the application form will be detached from your application and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you.

NHS organisations recognise the benefits of a diverse workforce which reflects the wider population and welcome applications from all sections of the community. Also, under the Equality Act (2010), all NHS organisations must demonstrate that their recruitment processes are fair and that they are not discriminating against or disadvantaging anyone because of their age, disability, gender reassignment status, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex or sexual orientation. We need to ask applicants some questions to make sure that no one is being unfairly discriminated against or disadvantaged.

The information collected is only used for anonymised monitoring purposes to help the organisation look at the profile of individuals who apply, are shortlisted for and appointed to each vacancy. In this way, they can check that they are complying with the Equality Act (2010).

As well as for monitoring, your date of birth will be used for administration purposes including pre-employment checks and creation of your personal record if you are appointed.

Equality & Diversity Monitoring

Equality Act 2010

The Equality Act 2010 protects people against discrimination on the grounds of:

- their age and sex;
- their race which includes colour, nationality, ethnic or national origin;
- their religion or belief, including a lack of any belief;
- their sexual orientation, be it bisexual, gay, heterosexual and lesbian.

The Equality Act 2010 also protects people who are married or in a civil partnership.

Please state your date of birth: *

10/05/1980

Please indicate your gender: *

Female

Please indicate the option which best describes your marital status: *

Divorced

Please indicate your ethnic origin: *

WHITE - Any other white background

Which of the following options best describes how you think of yourself? *

Heterosexual or Straight

Please indicate your religion or belief: *

Christianity

Equality Act 2010

Under the Equality Act 2010 the definition of disability is if you have a physical or mental impairment that has a 'substantial' and 'long-term' adverse effect on your ability to carry out normal day-to-day activities. Further information regarding the definition of disability can be found at: www.gov.uk/definition-of-disability-under-equality-act-2010 Reasonable adjustments will be made available should you be invited to interview.

According to the definition of disability do you consider yourself to have a disability? *

No

Relationships

If you are related to a director, or have a relationship with a director or employee of an appointing organisation, please state the relationship:

No answer given

Safeguarding Fields marked with an asterisk (*) are mandatory

This section of the application form will only be viewed by those who need to see it as part of the recruitment process. The organisation will treat any information disclosed in the strictest confidence.

Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 helps rehabilitated ex-offenders back into work by allowing them not to declare criminal convictions after the rehabilitation period has elapsed and the convictions become 'spent'. During the rehabilitation period, convictions are referred to as 'unspent' convictions and must be declared to employers.

The organisation aims to promote equality of opportunity and is committed to treating all applicants equally and fairly based on their skills, experience and ability to fulfil the duties of the role being applied for.

Suitable applicants will not be refused positions because of criminal record information of other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the rehabilitation period you are required to declare current 'unspent' criminal convictions or cautions (including reprimands and final warnings).

You are not legally required to provide any information about criminal offences that have become spent. Certain criminal offences can be regarded as spent after a specified rehabilitation period as outlined by the Rehabilitation of Offenders Act 1974.

Answering 'yes' to the question below will not necessarily bar you from appointment. This will depend on the information you provide and the position you are applying for.

Do you have any UNSPENT convictions as outlined in the Rehabilitation of Offenders Act 1974?

This includes any unspent convictions that may have been issued in any other country, where it would be an equivalent offence in England and Wales.

It also includes all unspent convictions or Summary Hearings that have been issued under military law while serving in the Armed Forces in the UK or any other country, where it would be an equivalent offence in England and Wales.

You are not required to disclose any information in relation to convictions that have become SPENT. In these circumstances you should select NO to this question.

Please refer to further information in the '[Application form Help - criminal background](#)' section before completing this question. *

No

Do you have any UNSPENT cautions, reprimands or final warnings as outlined in the Rehabilitation of Offenders Act 1974?

This includes any unspent cautions, reprimands or final warnings that may have been issued in any other country, where it would be an equivalent offence in England and Wales.

It also includes all unspent cautions that have been issued under military law while serving in the Armed Forces in the UK or any other country, where it would be an equivalent offence in England and Wales.

Submit and Declarations Fields marked with an asterisk (*) are mandatory

Declaration

The information in this application form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by the organisation. Where applicable, I consent that the organisation can seek clarification regarding professional registration details.

☐ * I agree to the above declaration

Next Steps

Once you submit the form your application will be available to the Employer. However, you will be able to update your "Personal Information" should any of your contact details change.

All your application forms (submitted or not) can be viewed under "My Applications" when you are logged in.

References:

- OpenLearn,(2019) "*Week 1: The story so far: 2.1 Your career lifeline*" Open University - RTS_1 [Online] Available at:
https://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=28130§ion=2.1#back_longdesc_idp64096 (accessed 09th December 2019)
- Tisdell,C.C. and Shekhawat,G.S. (2019) "*An Applied E-Mentoring Model for Academic Development, Reflection, and Growth*" *International Journal for the Scholarship of Teaching and Learning*, 13(2), 6. Available at: <https://eric.ed.gov/?id=EJ1218281> (accessed 18th December 2019)
- Honey,P. and Mumford,A.(1989) "*Learning styles questionnaire*"Organization Design and Development, Incorporated Available at:[file:///D:/Transferências/learning-styles-questionnaire-40-item-print%20\(3\).pdf](file:///D:/Transferências/learning-styles-questionnaire-40-item-print%20(3).pdf) (accessed 18th December 2019)
- MindTools,Lda(2019) "*How Self-Motivated Are You?*"Available at:
https://www.mindtools.com/pages/article/newLDR_57.htm (accessed 18th December 2019)
- Warner,J.(2012) "*Coaching Models: Johari Window*" *ReadyToManage*. Available at: <http://blog.readytomanage.com/coaching-models-johari-window/> (accessed 18th December 2019)
- Saxena,P.(2015) "*Johari Window: An effective model for improving interpersonal communication and managerial effectiveness*" *SIT Journal of Management*,5(2),pp.134-146. Available at:
file:///D:/Transferências/JOHARI_WINDOW_An_Effective_Model_for_Imp.pdf (accessed 18th December 2019)
- Gürel,E.and Tat,M.(2017) "*SWOT analysis: A theoretical review*" *Journal of International Social Research*,10(51).Available at: <http://dx.doi.org/10.17719/jisr.2017.1832> (accessed 18th December 2019)
- Rubin,R.S.(2002) "*Will the real SMART goals please stand up*" *The Industrial-Organizational Psychologist*,39(4), 26-27.Available at:
<file:///D:/Transferências/10.1.1.523.6999.pdf> (accessed 18th December 2019)
- Cottrell,S.(2019) "*The Study Skills Handbook*"Red Globe Press-Dawsonera. Available at: <https://www.dawsonera.com:443/abstract/9781137610898> (accessed 20th December 2019)
- NHS,J.(2020) "*NHS Jobs, Candidate Homepage*" Available at: <https://www.jobs.nhs.uk/> (accessed 09th December 2019)