

Task 1

Curriculum Vitae

Profile

A reliable, caring and approachable individual with strong communication and interpersonal skills developed through customer-facing roles, voluntary responsibilities and many years managing a busy family home. Currently studying for the Certificate of Higher Education: Skills for the Workplace; H&SC (H&SC) to gain the knowledge and practical abilities needed to begin a rewarding career supporting others. Calm under pressure, patient and compassionate, with a genuine desire to improve people's wellbeing and deliver high-quality care. Seeking an entry-level role such as Healthcare Assistant or Care Support Worker within the Birmingham area.

Employment History

Lunchtime Supervisor Primary School, Solihull | 2016–2019

- Supervised children during lunch and break times.
- Encouraged positive behaviour and ensured children's safety and wellbeing.
- Supported pupils with additional needs.
- Worked closely with teaching staff to maintain a safe and inclusive environment.
- Demonstrated strong safeguarding awareness and responsibility.

Independent Avon Representative | 2003–2008

- Built and maintained positive relationships with customers.
- Managed orders, deliveries and payments independently.
- Delivered excellent customer service through clear communication.
- Demonstrated organisation, reliability and self-motivation.

Sales Representative | 1994–2000

- Provided friendly customer service to trade and retail customers.
- Processed orders and maintained product knowledge.
- Built long-term customer relationships through honesty and professionalism.
- Worked collaboratively to achieve sales targets.

Full-Time Parent and Homemaker Dedicated several years to raising a family, developing exceptional organisational, time-management and problem-solving skills while managing household responsibilities, budgets and caring commitments.

Education

Certificate of Higher Education – Skills for the Workplace (H&SC) (Currently studying)

Key Skills

- Compassion and empathy
- Excellent communication
- Active listening
- Teamwork
- Organisation and time management
- Patience and resilience
- Customer service
- Safeguarding awareness
- Problem solving

Interests

Walking, spending time with family, reading, community activities and promoting healthy lifestyles.

References

Available upon request.

Task 2 – Personal Statement

Application for: Healthcare Assistant / Care Support Worker

I am currently studying for a Certificate of Higher Education in Skills for the Workplace Health & Social Care (H&SC), with the aim of developing the knowledge, confidence and practical abilities required to begin a new career within the sector. After many years of gaining valuable life experience, managing family responsibilities and working in customer-focused roles, I now feel motivated to use my skills and personal qualities to support others and contribute positively to their wellbeing.

My previous experiences have equipped me with a wide range of transferable skills that are highly relevant to the environment. Throughout my life, I have developed strong communication skills, patience, resilience and the ability to recognise and respond sensitively to the needs of others. I understand that working in H&SC requires more than practical competence; it demands compassion, dignity, respect and the ability to build trusting relationships with individuals who may be vulnerable or in need of support.

Between 2016 and 2019, I worked as a lunchtime supervisor, a role that required me to support children within a safe and structured environment. This position taught me the importance of being approachable, responsible and attentive to individual needs. I developed effective communication skills when interacting with children, colleagues and other members of staff, and gained a clear understanding of safeguarding principles. These skills are directly transferable to a healthcare setting, where professionals must be observant, supportive and responsive to the needs of service users.

My earlier employment as an Avon representative (2003–2008) and as a sales representative for a plumbing company (1994–2000) further strengthened my interpersonal and organisational skills. Working directly with customers taught me how to listen actively, understand individual requirements and provide reliable, person-centred service. Although these roles were outside the H&SC sector, they helped me develop confidence in communicating with people from diverse backgrounds and managing situations professionally.

Through my current studies, I am gaining a stronger understanding of professional values, communication, teamwork and person-centred care. The Care Act 2014 highlights the importance of promoting wellbeing, dignity and individual choice (Department of Health, 2014), which aligns closely with my own values and the kind of practitioner I aim to become.

I also bring maturity and life experience to the role. Years of managing family responsibilities have strengthened my organisation, problem-solving and emotional resilience, and reinforced the importance of treating each person with respect and compassion.

I am committed to ongoing learning and recognise that developing as a healthcare professional requires continuous growth. My goal is to build a long-term career in health and social care where I can use my skills, values and enthusiasm to make a positive difference. I believe my personal qualities, combined with my developing knowledge and practical skills, make me a strong candidate for an entry-level Healthcare Assistant or Care Support Worker role.

Task 3 – SWOT Analysis and Personal Development Plan (PDP)

SWOT Analysis – Preparation for a Healthcare Assistant / Care Support Worker Role

Strengths

- I bring strong life experience, patience and empathy from years of managing family responsibilities, along with well-developed communication skills from roles where I supported children and worked closely with customers.
- I am highly motivated to learn and adapt. Returning to education shows my commitment to developing professionally in a sector where knowledge and practice continually evolve.

Weaknesses

- I have limited direct experience in healthcare and need to build confidence in areas such as clinical procedures, infection prevention, safeguarding and professional documentation. Gaining practical experience through study, training and volunteering will help bridge this gap.
- I am still developing confidence with healthcare terminology and professional systems, so I will continue building my understanding as I transition into the sector.

Opportunities

- Entry-level roles in health and social care offer valuable hands-on experience and the chance to learn directly from experienced professionals while completing my qualification, which will strengthen my knowledge and employability.
- The sector provides clear progression routes, with opportunities to advance into more senior roles through further training, additional qualifications and workplace development.

Threats

- Competition from applicants with direct healthcare experience may be a challenge, so I will focus on showing my transferable skills, reliability and commitment to learning.
- The emotional and physical demands of healthcare work can be tough, so developing resilience, maintaining boundaries and seeking support when needed will be important for long-term success.

PDP

My PDP provides a structured approach to identifying goals, actions and progress measures. It supports continuous improvement by creating clear objectives for professional development.

Goal 1: Gain practical experience within H&SC

Development need: Increase understanding of working directly with service users and develop confidence within a healthcare environment.

Actions:

- Apply for entry-level Healthcare Assistant/Care Support Worker roles.
- Learn from experienced healthcare professionals.

Timescale: Within 12 months.

Goal 2: Develop professional healthcare knowledge

Development need: Strengthen understanding of key healthcare topics, including safeguarding, confidentiality, communication and person-centred care.

Actions:

- Successfully complete my H&SC qualification.
- Continue independent reading and research.

Timescale: Two years.

Goal 3: Improve confidence in professional communication

Development need: Continue developing confidence when communicating in professional healthcare situations.

Actions:

- Practise communicating with different groups of people.
- Seek constructive feedback.
- Develop skills in writing professional notes and records.

Timescale: Two years.

Monitoring and evaluation: Progress will be monitored through assessment results, training certificates and feedback from tutors and employers.

Task 4 – Gibbs Reflective Cycle

Introduction

Reflection is an important part of professional development because it allows individuals to review experiences, recognise strengths and identify areas for improvement. Gibbs' Reflective Cycle (1988) provides a structured approach by encouraging individuals to consider what happened, their thoughts and feelings, what went well, areas for improvement and future actions. Using this model, I will reflect on my recent presentation assessment and consider how the experience has contributed to my development as a future H&SC professional.

Description

For my presentation assessment, I prepared and deliver a presentation demonstrating my understanding of the subject. This involved researching information, organising my ideas, preparing slides and communicating my knowledge clearly to an audience.

Before delivering the presentation, I spent some time preparing my content and ensuring that I understood the key information I wanted to communicate. During the presentation, I focused on delivering my information clearly, maintaining engagement with the audience and responding appropriately to questions.

After the assessment, I received verbal feedback from my lecturer. The feedback highlighted several strengths, including clear delivery, good eye contact, audience engagement, effective responses to questions and strong subject knowledge. One area for improvement was the structure of the bullet points on my slides.

Feelings

Before the presentation, I felt nervous because presenting to an audience can be challenging. I wanted to communicate my ideas accurately and demonstrate my understanding effectively. However, preparation helped me feel more organised and increased my confidence.

During the presentation, I became more comfortable as I progressed. Making eye contact and engaging with the audience helped create a positive interaction. I was pleased that I answered questions confidently, demonstrating that I understood the information rather than simply memorising it.

Receiving positive feedback from my lecturer increased my confidence and reassured me that my communication skills are developing. This was encouraging because effective communication is a key skill within H&SC.

Evaluation

Overall, the presentation was a positive learning experience. One of the strongest aspects of my performance was my verbal communication. My clear delivery helped ensure that the information was understandable and supported audience engagement. Within H&SC, communication plays an essential role in developing trust, showing respect and ensuring individuals feel listened to and valued.

The feedback regarding eye contact and engagement demonstrated that communication involves more than providing information. Non-verbal communication, such as body language and eye contact, can influence how messages are received and help create confidence and connection.

Answering questions well also demonstrated my subject knowledge and ability to think independently. This is an important skill for healthcare professionals, who often need to adapt their communication and respond appropriately to different situations.

However, the feedback about my presentation slides highlighted an area for improvement. Although my spoken delivery was effective, the bullet points could have been more concise and visually supportive. Improving this area would make future presentations clearer and help the audience focus on key messages.

Analysis

Reflecting on this experience has helped me recognise that effective communication requires both strong verbal skills and appropriate supporting materials. Gibbs' Reflective Cycle (1988) highlights that reflection transforms experiences into learning opportunities and supports continuous improvement.

The strengths identified by my lecturer link closely to the communication skills required within H&SC. The ability to explain information clearly, listen effectively and engage with others is essential when supporting patients, families and colleagues. According to the NHS (2021), communication is fundamental to providing compassionate and person-centred care because it helps develop relationships based on trust and understanding.

The improvement identified around my slides has also shown me the importance of considering the audience's perspective. Effective presentations should not overwhelm the audience with excessive information; instead, visual materials should support the speaker by highlighting key points. In future, I will focus on simplifying information, using clearer bullet points and ensuring that slides enhance rather than repeat my spoken presentation.

This reflection has also helped me recognise the importance of lifelong learning. As I progress towards a career in H&SC, I will need to continue reflecting on my performance, accepting feedback and identifying opportunities to improve.

Conclusion

The presentation assessment was a valuable experience that helped me develop greater confidence in my communication abilities. The positive feedback from my lecturer confirmed that I demonstrated important skills, including clear delivery, audience engagement, good eye contact and subject knowledge.

At the same time, the feedback provided an opportunity to identify areas for development. Improving my presentation slides will help me communicate information more effectively in future academic and professional situations. Overall, this experience has strengthened my confidence and reinforced the importance of reflection in developing professional skills.

Action Plan

Following this reflection, I will take steps to improve future presentations and my professional communication skills:

- Plan presentation slides more carefully using shorter, clearer bullet points.
- Avoid placing too much written information on slides and use them as a support tool rather than a script.
- Continue practising verbal communication skills to maintain confidence when speaking in front of others.

References (Harvard Style)

Gibbs, G. (1988) *Learning by Doing: A Guide to Teaching and Learning Methods*. Oxford: Oxford Polytechnic.

NHS England (2021) *The NHS Patient Experience Improvement Framework*. London: NHS England.

Department of Health (2014) *Care Act 2014*. London: The Stationery Office.

Kolb, D.A. (1984) *Experiential Learning: Experience as the Source of Learning and Development*. New Jersey: Prentice Hall.

Skills for Care (2023) *The State of the Adult Social Care Sector and Workforce in England*. Leeds: Skills for Care.