

Introduction (Masuma khanom 1914924)

ACE

In this assignment I will be giving definition on skills I would need at a workplace, moreover I will be giving examples from my own personal experience I had within my workplace.

2) Skills(Definition) – The ability to do something well whether it is to do with a job or a task from teachers at school and universities. Job skills allow you to do a job and life skills help you through everyday task. This might take determination and practice, however almost any skills can be learned and improved. Skill is what makes you confident and independent in life and is essential to get successful when it comes to life.

3)Academic skills (define and explain)

Academic simply means a person who holds higher achievement within a degree or scholarship academic skills are made up core skills that can be used such as academic presentation skills and academic writing skills.

Positive academic skills are being able to read information acknowledge it and make sure it helps them in their essays and writing.

4)Employability skill (define and explain)

Employability skills are either called job skills or foundational skills. They are soft skills that allows you to work well with others and apply a good knowledge to be able to solve problems and fit into a workplace. Employability skills may also include professionals' skills that enable you to be successful in the workplace.

Example from my own experience in my workplace - I work in Sainsburys and Sainsburys is a company known for good customer service. I am in charge to make sure that I give good customer service and I do that by making sure customers are happy knowing that I communicate with them with a smile and ask them how there day was , moreover if a customer comes in not able to find an item there looking for I make sure I check at the back to see if I can find it and if not I try to

give an alternative option or inform the customer that it will arrive the next following delivery.

4.1- hard skills4.2 soft skills

Hard skills is teachable and measurable abilities such as, reading, writing ,English ,math , and using computers where as Soft skills is another trait that that transforms you into a good employee such as communication and listening getting along with people.

4.2.1 - Communication

What is communication skills?

Communication skills are abilities you use whether is verbally or with body language when giving and receiving different kinds of information.

Communication involves In listening and speaking. It is important to give eye contact when you communicate with someone

so that the other person is aware you are paying attention moreover it shows that you are being respectful and understanding what they are trying to say to you. I believe that communication is very important in our life's because it helps people mentally and emotionally understand you more. When communicating you can learn new things especially when studying when you put strong attention towards your task that has been explained verbally from the teacher it gives you a boost of confidence that you are capable of putting key Information towards your assignment's or exams. Communication is a key thing at a workplace especially where I work and you're in a team you need to communicate well with others especially with customers it is essential me and the team contribute well within our communication skills.

4.2.2

Working with a team - when working with a team your communication is needed for example eye to eye contact and active listening is important so that the task you get given at work is done correctly moreover you feel confident working with others because they are being respectful to what you say. Being honest and having responsibilities is important when it comes to teamwork because it creates an awareness for everyone that a strong team means having good communication skills with one another.

No matter what work place your in or the job title you have teamwork is essential to your success at work it can help you work be more effective and also it can make your workplace feel more fun.

Reference : <https://www.indeed.com/career-advice/career-development/teamwork-skills> (march 26 2020 article)

I believe that having empathy when working with a team is important because it is said in this report that having empathy for your teammates can give you a better understanding on how someone is feeling and how you can positively make them feel better.

4.2.3 Time management - Time management is the process of planning and exercising conscious control of time spent on specific activities, especially to increases effectiveness, efficiency, and productivity.

In my opinion time management is key because you are aware that you need to be organized whether it's got to do with a workplace or university. If you plan on what time and what date your task needs to be done it helps you become successful and makes you feel confident.

If you arrive late at a workplace or at uni you will lose your chance in learning something that may have led you to succeed in your task.

Swot analysis- It is a strategic planning technique that can be used to help a person, or an organization identify strengths, weaknesses, opportunities, and threats related to business competition or project planning

Swot analysis ask you what is working well for you and what isn't, and it will make you ask yourself how you plan to get there.

Swot stands for strengths, weaknesses, opportunities and threats, and so a swot analysis is a way to assess these four aspects of your business. Swot analysis is used in a way you can get the best out of an organization best advantage. Swot analysis can reduce the chances of faliure , by understanding what your lacking , and extinguish hazards that would otherwise catch you unawares.

Academic skills - They are study skills that have strategies' and approaches that applied to learning for a higher level of education. Academic skills lead to the development graduate dimension, such as problem solving and analytic ability, effective communication, and creativity and design. Academic skills are made up of core skills, such as academic writing, presentation skills and referencing which underpin more complex skills, such as critical

thinking and reflective practice. Developing good academic skills will help you achieve the academic success that reflects your full possibility.

Reference: <https://study.cardiffmet.ac.uk/AcSkills/Pages/About.aspx> (academic specialist 2013)

- Academic integrity and plagiarism. Critical thinking, academic writing
- Digital skills. Employability. Maths and statistics
- Note taking, online open exams, referencing
- Revision and exams, searching for selective information, Time management

Research and note taking- Research is when you need to investigate into study and materials also important sources in order to back up facts so it can help them with their conclusion. Researching helps to find information backed up with facts and opinions which can help you make a review of what you think, or you can use their backed-up information on your university work.

Note taking is writing down or recording key points of information from sources. Note taking is an important part of the research process. Note taken on class lectures or discussions may serve as study aids, while note taking during an interview meeting can provide material for an essay or a book.

In my opinion notes taking can be very helpful when you need a reminder of what you need to do when it comes to education it is a must to take down notes so that you can acknowledge important information and use it for your own work but with your own words. Note taking is recording information from sources and by note taking it prevents you from recalling everything. Moreover, note taking promotes learning and developing for a greater success in a individual's life.

Academic writing - A simple definition for academic writing is difficult to come by because academic writing refers to writing being done for several reasons. Moreover, academic writing is used in many different forms. Following are characteristics, explanations, examples, and a list of works where academic writing is used. I will now be explaining on few things to remember about the characteristics of academic writing.

- **Planning** – There is a sealed amount of planning before you start writing the paper so it will be analytical and organized.
- **Outline** – A proper outline is a must for academic writing. An outline will not only help you develop your thoughts but will sometimes make you aware of certain relationships between topics. It will help you determine the pertinent information to be included in your paper.
- **Tone** – A formal tone is used. You don't use slang words, jargon, abbreviations, or many clichés otherwise it would be a diabolical situation.
- **Language** – The language in your paper must be clear and words need to be chosen for their result. A thesaurus is a good tool to help you pick just the right words to explain the issues.
- **Point of view** – The point of view in the third person, as the focus of academic writing is to educate on the facts, not support an opinion.
- **Approach** – deliberate reasonings is a huge part of academic writing as your readers must follow the path that brought you to your conclusion.

Referencing and avoiding plagiarism-

Referencing is the procedure of recognising the sources you have used in writing your essay, assignment or piece of work.

It will allow the reader to access your source documents as quickly and easily as possible in order to affirm, if essential, the eligibility of your and the verifications on which they are based.

The difference between reference lists and bibliographies

The reference list only let in the sources cited in your text. It is not the same thing as a bibliography, which uses the same referencing style, but also includes all material (for example, background readings) used in the preparation of your work.

Reference : <https://www.macmillanihe.com/studentstudyskills/page/Referencing-and-Avoiding-Plagiarism/>

To reference successfully , it is crucial that , as a matter of course of action, you can regularly note down full details of the author , date , title and publication details of any material you use at the time you use it. However, for web pages, e-journals and eBook's, write down the url address and the date that you accessed the source. Besides being a good academic practice, this ensures that you do not have problem of trying to find sources you may have used weeks or months previously.

Moving on to plagiarism what is plagiarism?

It is a term that describes the unacknowledged use of someone's work. This includes equipment or ideas from any (published or unpublished) sources, whether print, web- based (even if freely available) or audio – visual. Using the words or ideas of others without referencing your source would be construed as plagiarism and is a very serious academic criminal offence. Lastly it is regarded as stealing intellectual information of someone's property.

The following are advised forms of plagiarisim;

- Overtaking off as your own piece of work that is somewhat or wholly the work of someone else for example a university student work.
- Citing and referencing sources that you have never used before
- Quoting, summarising or paraphrasing material in your essays or assignments without citing the original source.
- Recycling a piece of your own work that you have previously submitted for another module or course (l.e self-plagiarism)

How to avoid plagiarism ?

In many most cases there are students who find themselves accused of plagiarism and it is often done unintentionally. Due to poor organisation and time management, as well as a

faliure to understand good academic pracrice , are often to blame. Therefore, you might find it helpful to take note on the following points I have researched and found on how to avoid plagiarism:

1. Manage your time and plan your work carefully- make sure that you have enough time to prepare, read and write
2. If you decide to paraphrase an author's text, make sure that you have used your own words and a sentence structure sufficiently different from the original text.
3. When you take Notes make sure to, highlight in colon/bold any direct quotations you want to add in your assignment – this should help to ensure you use quotation marks with an appropriate reference when you are writing up you work.
4. Allow enough time to check your final draft for possible referencing errors or omissions for example. check that all you're in-text citations have a corresponding entry in your reference list.
5. Save all the notes you have written or typed down, files, printouts and so on until you have received your final mark or grade.

Paraphrasing and summarising - summarising and paraphrasing means that you have to explain and identify the idea in your own shortened form, while paraphrasing means explaining an idea in detail in your own words , using most of the information from the original source without changing the meaning of the original.

Personal development plan - A personal development plan is written so you can reflect on how you're doing and how you would like to improve. PDP supports the idea of that learning life long and life wide activity. It motivates us all to strengthen our work and feel confident about yourself.

Personal development planning or PDP is a structured framework you can use to:

- become aware of skills you have
- identify and develop skills you need
- work out what you want to achieve and how to achieve it
- focus on potential study, career and personal development options and goals
- develop a source of information
 - for CVs, job applications and interviews
 - to support appraisals at work
 - to demonstrate your readiness for promotion or for development opportunities

I have researched and found out how you can structure a good framework for PDP

Reference; website <https://help.open.ac.uk/pdp> Personal development planning: guidance for institutional policy and practice in higher education. The Quality Assurance Agency for Higher Education (QAA), February 2009.

Here is a framework did for myself as an example on how I would like to improve in university to get to where I want to be career wise.

Particulars	Why you need to improve?	How to improve?	By when?
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Emotional Anxious about life and getting things done on time. Lack of confidence in myself.	I need to improve by being more organized and more relaxed because if I don't have a good healthy routine I will feel like a failure in class and with life.	I can improve by making a timetable on when and what time to do task that has been given and also make sure to have a good sleeping routine to reduce my stress,	By few months or a years' time I would think I will gradually see a difference in myself,
Lose concentration quickly	I need to concentrate more when in class I get distracted quickly by either stressing about personal topic's or being on my phone.	By switching off my phone and making sure I have a good sleep and good breakfast with a fresh mind before I start class.	As soon as my personal problems have calmed down and I regain some strength in myself I'll be able to focus more.
Become bored of things not working my way	I need to be able to think about my motives and ask myself why I want to study which will help me improve and feel confident and positive.	Writing down pros and cons on a piece of paper about what I am good at and what I'm not good at moreover what is stopping me to progress.	I won't be able to give a time frame, but it should be done soon.

Conclusion – what have I learnt so far?

In conclusion I have learnt that there is a wide range of ways to communicate with people and there are different ways to do it. I have learnt that teamwork encourages you to be better and stronger. I am aware on not to steal other people's work without referencing it and putting it in your own words of how you understand the work. This assignment has made me more organized and has educated me on how effective communication is important and how organizing on targets for yourself can be challenging but ease out university work and your lifestyle. I acknowledge a lot of information from doing the assessment it has made me feel more intellectual and aware on how certain things should be done.