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Introduction

In this assignment I will aim to cover grounds on my academic year of learning in terms of: academic writing skills, research methods, academic referencing techniques, reflective writing, analysing skills for employment purposes.

By attending these classes I have been provided with learning technics and knowledge to use for employment and my day to day life, studying ways to do research strategies, updated software skills to facilitate effectively and carry on in further education. All these modules have enabled me to take responsibility to make time for myself to do more learning and studying, be more confidence and competence as an effective student should be. I have noticed that I have developed a range of employability skills such as self-reflection, time management, organising and presentation skills, which makes me feel proud of myself and confident that I made the right choice in coming back to education as once said by Muhammad Ali (boxer) "Do not count the days but make the day count."

Critically thinking about my Academic and employability skills gained from lessons.

Academic and employability skills that I have gained and improved in this module will help me have a better opportunity in being employed or even start a new career. A lot of my skills are also transferable to different areas in the world of employment not just the health and social sector e.g. Office based jobs. This year I have been learning and improving my digital skills, academically writing skills, and my effective team working and communication skills which has helped me in becoming more confident and ready for work. All this knowledge, tools and techniques has given me the ability to analyse my strengths and weakness, which I was not able to recognise or do before.

By attending the Digital skills and Research Methods classes, I have had the chance to improve and learn about Morden software and new research methods e.g. Excel, collecting data and recognising primary and secondary data. It was vital for me to learn and improve these skills, as it will lead me to have a better opportunity to be employed, impress future employers and be a competitive candidate.

In the class of Academic and Employability skills, I have learned how to reference my work, paraphrase, how to gather information and do reflective writing, report writing and analyse my work. This is very beneficial for me as this will help me in my day to day life such as if I needed to appeal against parking tickets or writing to my children's school if something were to happen and I disagree with the situation or outcome.

The Effective Team Working and Communications lessons has helped me gain more confidence in doing live presentation in front of an audience, what body languages I should be using, how to break the ice and get the audience involved in the question and answering session. This skill will be useful in employment if I need to sell products or talk about any companies or organisation I may represent in the future.

Since I have been attending the Professional Careers Development classes, I am improving ways of creative thinking, listening and understanding ideas and opinions. I am challenging myself to see and understand their perspectives, learning not to limit the possibilities of different solutions individuals can identify. This practice will benefit my critical thinking skills to, I view myself as a creative thinker, capable to change and adapt to new situations as and when needed, I would describe myself as someone who is highly organised, able to balance a range of different demands, good at getting tasks/targets done on time, all these skills are important to have as different employment opportunities will arise and I will be an credible candidate.

I have learnt to use a tool to list my strengths and weakness known as a SWAT analyse, which should help me practice and better myself. By writing down my strengths and weakness I visually see what I need to do next and organise important decision-making plans, set targets and dates to act upon, manage time, select what is important and what is least important. My aim is to finish this module for the year in Health and social, then analyse the results in decision making whether to carry on for another two years or maybe choose a different but specific subject that may lead to a more specific job e.g. becoming a nurse.

I have found it interesting so far in these lessons as I got to learn new skills about myself. For me to get a better chance in being employable I will be complete the full three-year degree, get involved and do more voluntary work in health and care sector as this will allow me to gain more experience

and knowledge at the same time, which is time management and organising skilled that I am capable of.

When I am ready to be applying for jobs, I will name all the skills that I have and can transfer for that specific job in a cover letter, it will show employers that I am capable of the role. I can impress them in interviews when they ask me questions like e.g. If the company is facing new threats/problems how can it be resolved? I can respond them with answers like e.g. A group of people will gather together as a team and share their knowledge and ideas, brainstorm to find a creative and effective way to solve the issue as soon as possible. I can discuss matters that I understand and value such as Punctuality why it is important in work. I understand if employees arrive late, they will miss out on important information and opportunity's which will set them back and we would have to attain that information that we missed in our own time and may also lead to warning or even disciplinaries ; these actions are not acceptable without reasonable answers.

Cover letter for jobs.

In class we have learned how to identify job roles when applying and adding a cover letter to impress the employer and show your skills, experience and desire in wanting the job.

Example – Job role: Health Care Assistant We are looking for Care Assistants to mainly work during our peak hours of 7am-9.30am, 11.30am- 2pm, 4pm-9pm. Since vulnerable people need care all the time, we do ask that you work every other weekend so that we can ensure that our service users are always fully supported. Experience is an advantage, but not essential as full training is given.

Qualities & Skills

- A genuine desire to care for others
- Empathy
- Good communication skills
- Visit the homes of elderly, disabled and other vulnerable adults
- Provide a range of quality care services which will enable them to remain living independently in their own homes
- Patient
- Respectful
- Supportive
- Reliable, punctual
- Trustworthy, honest

From doing my research I have found the way to contact them is either over the phone or email them at info@verilife.co.uk. My chosen way of contact would be email and attaching my cover letter.

My Cover Letter

Dear Sir/Madam

I am very keen to apply for the post of Health Care Assistant that was recently advertised on indeed.job.co.uk website and I have attached my CV for your consideration.

I have over a year of experience as a Health Care Assistant with a private owned company named Angels Care Services. My experience involves looking after the wellbeing of elderly people and people who have learning disabilities and/or mental health issues. I have dealt with what can be very difficult and emotional situations in a calm and practical manner by finding out what is important to the client's needs. I would also administer and prompt medication for the clients on time.

My ability to communicate and respect everyone's differences, such as religious beliefs and procedures, I enjoy caring for others and can emphasize. I have the ability to work in a team, be supportive as well as approach to establishing what is best for each individual. I am used to working unsocial hours, including evenings and weekends and am quite flexible.

I look forward to hearing from you.

Yours sincerely

Kwosheda Begum

Reflecting on previous Employment: Using Gibbs method.

Description-In my previous job I had the role as a customer service advisor for Lloyds TSB Bank ,were I would come into work at least fifteen minutes early so that I can read daily updates regarding the company, whether the company had anything new or special offers available to current and new customers. In my job time keeping was very important I would have to sign in and out of the system exactly on time therefore being paid would not be an issue. Being punctual was important to me it showed my team that I am reliable. As mentioned by Morgan (2017) “managing time is vital, crucial, important, in lots of different ways.”

Dealing with customers on the phone and providing their day to day banking needs was my job, but not every call was easy or nice to deal with. Although I was aware, I would have different and some difficult customers I believe we were not trained enough on how to handle these hard calls.

Feelings-When experiencing my first problematic call I was shocked at how nasty and personal customers can get which I was not told about or made aware of. When this was happening, I did not know how to response in the professional manner as we were told and had a policy of “the customer is always right.” I was being attacked personally called “stupid” I wasn’t sure how-to response and stayed quite while this customer had a good few minutes saying horrible words to me about his bank account which was no fault of mine and just hanging up on me. After this I went to speak to my team leader about this incident. She suggested that when I am experiencing this sort of call, I am aloud to make the customer aware that I will not tolerate this sort of behaviour and if they continue, I can end the call.

Evaluation-The incident was extremely challenging and shocking as I did not expect it to be personal. I regret not sticking up for my rights. How every I am pleased that my team leader taught me how to handle it in a very easy and efficient manner. I have also learned from this incident how the customers words can affect me mentally and emotional. In order to safe guard my wellbeing I will be acting assertively with the customers.

Analysing-I know and understand that all staff need to be trained well before they go live on calls. This could have been prevented, had I had been trained accordingly I would have been ready to speak and address the situation correctly by myself. It would have saved me from being upset and hurt, also we could have had better results in helping the customer.

Conclusion-Looking back on this incident, I can see that I should have asked the customer to stop abusing me verbally and by doing this wont help resolve any matter. I can now see that my inaction may have caused the customer to believe I do not care which may have caused more frustration. After my discussion with my team leader I recognised I need to develop confidence to challenge my customers, putting my wellbeing first in terms of emotional affect it had on me.

Action Plan-In future, I will aim to use my knowledge of what is acceptable and what is not acceptable from any customers. I will ask my team leaders questions of the worst-case scenario and how to resolve it in advance.

Conclusion

Upon successful completing this assignment, you should be able to see how much I have learned by attending my classes and using new tools and techniques for my assignments. I believe I am now capable of publishing literature relating to a specific topics or subjects. I can fully reference, use appropriate structure, produce academic reports, reflect on my own, I know how to use a range of tools e.g. SWAT/Gibbs, I can do research and present findings in a variety of formats either for employment or education purposes. Furthermore, I have collected and analysed my own feedback to improve myself. This learning period, I made sure of using more digital technologies to support learning and time management.

In my assignment you can see how beneficial it is for me to want to learn and improve all different types of skills, which then will support me in finding work and be a credible candidate. It was a wise choice that I made time to invest into going back to education, as it has made me more confident and ready in a professional manner. "once all the information is understood by all the team members, you will be closer than they originally thought." This was said by Maund, Schriek Tinkler (2017) I received support from my friends and family which has helped me a lot. Any skill is useful in life to improve upon, everyone has them some more than others and that is how we better ourselves. According to Maund, Schriek and Tinkler "that there is no perfect time or place to grow with in our self than working in a team." (2017)

References

Andrew Maund, M.S.P.K.T.(2017) Certificate in higher education: Skills for the work place Student year book.

<https://www.indeed.co.uk/jobs?q=care%20assistant&l&advn=1925520062212444&vjk=c5983df641bcdead> [accessed 20-08-19]

<http://verilife.co.uk/#safe,care,smart> [accessed 20-08-19]