

PERSONAL DEVELOPMENT PORTFOLIO

Professional Development within Health and Social Care

STUDENT NAME	Bilquis Ashraf
STUDENT NUMBER	2426398
MODULE CODE	LCHS4009
MODULE TITLE	Professional Development within Health and Social Care
PROGRAMME	Certificate of Higher Education Skills for the Workplace (Health and Social Care)
LECTURER	Hajra Mustasim
ASSIGNMENT TITLE	Personal Development Portfolio

Job Posting

Job title:	Care Assistant - Care Home
Employer:	Barchester Healthcare
Location:	Southport, PR9
Job type:	Permanent
Salary:	£13.21 per hour
Job reference:	#3231

About the Role

A Care Assistant's main role is to help residents with daily life and create a happy, caring environment. Your daily tasks will include:

- Helping residents at mealtimes
- Helping with personal care while always respecting their dignity
- Following personalized care plans
- Having good chats, listening, and offering emotional support so residents feel safe and valued This role is a perfect way to start growing your skills in healthcare

About You

You should have some experience caring for older people and be a real people person. We need someone who is naturally kind, gentle and keen to helping others. We expect a high standard of care from our team, but don't worry we provide full training to make sure you're completely confident before you start.

Rewards Package

The organization provides viable compensation, fully funded educational programs, strong staff support networks, retail privileges and formal appreciation initiatives in memory excellent performance and organizational loyalty.

Task 1: Curriculum Vitae.

Bilquis Ashraf
Care Assistant

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KEY SKILLS

Empathy and active listening
Good timekeeping
Team collaboration
Kind and caring nature
Basic computer skills
Willingness to complete the
Care Certificate
Understanding of person-
centred values
Adaptable and reliable

INTERESTS

Listening to health and
wellbeing podcasts

Baking and trying new recipes

Going to the gym

Spending time with my
extended family Watching
documentaries

REFERENCES

Available upon request.

PERSONAL PROFILE

I am an enthusiastic Health and Social Care student aiming to secure a position as a Care Assistant. My primary motivation is to enhance the daily lives of elderly residents by offering safe, dignified, and attentive care. I possess a strong appetite for professional learning, collaborate effectively within team frameworks, and bring a reliable, patient attitude to clinical settings. I look forward to establishing a meaningful career while maintaining high standards of service.

EDUCATION

Certificate of Higher Education - Skills for the Workplace (Health and Social Care)

University of Wales Trinity Saint David | 2025 – Present

- Core Modules: Professional Development | Interpersonal Communication in Care | Safeguarding Protocols | Equality, Diversity & Inclusion | Person-Centered Care Models
- Academic Progression: Committed to finalizing the Care Certificate immediately upon securing employment, followed by advanced vocational qualifications as mapped in the professional growth strategy.

Secondary Education

- General Certificates of Secondary Education (GCSEs) secured, including Mathematics and English Language.

WORK EXPERIENCE

Retail Sales Representative (Part-Time) | *Jan 2023 – Present*

- Welcomed patrons warmly to ensure an inviting commercial environment.
- Assisted buyers with inquiries and resolved point-of-sale difficulties efficiently.
- Cooperated with staff members to streamline daily operational workflows.

- Organized display floors and managed the processing of inbound stock.
- Demonstrated professional consistency by maintaining an exemplary attendance record.

VOLUNTARY EXPERIENCE

Community Support Volunteer

- Contributed time at a local charitable outlet by organizing stock and managing customer inquiries. This engagement cultivated my ability to interact with diverse populations and significantly enhanced my conversational confidence.

ACHIEVEMENTS

Earned excellent feedback and high grades on academic care modules to date.

Enhanced public speaking and presentation capabilities through higher education coursework.

Secured an unblemished 100% attendance rate across both professional and educational settings.

Contributed actively to peer study sessions, facilitating collaborative group tasks.

Task 2: Personal Statement

Target Career Path: Care Assistant, Barchester Healthcare (Southport)

I have recognised the Care Assistant position at Barchester Healthcare as my main professional target. I am extremely committed to helping aging individuals direct their daily lives with dignity, high quality attention and genuine social connection. I am keen to secure an opportunity where my supporting spirit and academic awareness can be actively applied to support residents with success, nutritional consumption and fun activities while building strong trusting relationships. My current enrolment in the CertHE program has provided valuable visions into protecting weak adults, saving personal privacy and work together professionally within clinical settings. This academic organization has helped me understand the core values promoted by Skills for Care. (2024). Although my background descriptions volunteer roles and retail experience rather than formal caregiving positions, I am confident that my initial values make me an excellent fit. The employer's word to providing complete training and helping the Care Certificate reassures me that I can quickly learn the technical elements of caregiving while delivering a positive attitude from my first day.

My training taught me the value of listening, maintaining calm under pressure and treating every client with respect. Volunteering with older individuals at neighbourhood meetings offered a clear look into the responsibilities of caregiving, setting my desire to follow this area long term.

I am an active and focused worker who respects the requirement of following individual care plans, maintaining solution confidentiality and staying exactly to hygiene and safeguarding procedure. I increase in shared settings and realize that communication between support staff, healthcare experts and family members is necessary for safe care delivery.

I manage my career with shyness and a cooperation to progress. I understand that helping older adults, specifically those experiencing mental decline or advanced physical demands, extreme patience, resistance and confidence. I welcome the opportunity to fulfil Care Certificate levels, receive support from senior team members and expand my professional knowledge through continuing training.

My current aim is to complete my basic credentials, establish myself within a residential facility and work toward career path, with the long term goal of trailing a Nursing Associate Foundation Degree apprenticeship. I am keen to add into the Barchester Healthcare team, refine my skills and bring important, positive support to the residents under my care.

Task 3a: SWOT Analysis

Target Position: Care Assistant (Barchester Healthcare, Southport)

Strengths

- Excellent spoken abilities and a natural capacity for establishing connection.
- High level of personal responsibility, excellent punctuality and a strong work principle.
- Work together well with colleagues and respects various views.
- Deep desire for aged care coupled with an keen desire to feel professional training.

Weaknesses

- Professional experience is limited to retail environments and volunteer projects rather than institutional care.
- Have not yet started formal Care Certificate modules.
- Unknown with the specific operational rhythms and schedules of a residential care facility.
- Need to develop confidence regarding direct, physical patient care.

Opportunities

- Barchester Healthcare provides complete basic training, making prior paid experience non-essential.
- The position offers a reasonable platform to learn front clinical experience while finishing my degree.
- Getting the Care Certificate explains advanced academic and occupational paths such as a Nursing Associate training.
- Working within a care home display me to separate patient needs, accelerating my clinical skill development.

Threats

- The employment process may feature useful applicants possessing massive earlier healthcare experience.
- The day to day experiences of care home shifts can be physically demanding and emotionally difficult.
- Balancing university assessment limits alongside irregular shift work schedules may prove challenging.

- Industry wide staffing shortages could sometimes place the immediate team under improved operational pressure.

This internal and external analysis highlights that I take the essential character traits and personal skills required for a Care Assistant position, including responsibility and a joint mind. However, I currently want paid clinical experience and formal certifications. My primary ideas are to complete the Care Certificate immediately upon hire, build practical caregiving confidence and plot out long term career progress. These steps are complete in the following Personal Development Plan.

Task 3b: Personal Development Plan (PDP)

Career Objective: To support the professional identifications, practical skills and clinical experience necessary to thrive as a Care Assistant, laying the basis for progress toward a Nursing Associate Foundation Degree training within the coming two years.

PERSONAL DEVELOPMENT PLAN

Career goal: Build the qualifications, skills and experience needed to succeed as a Care Assistant and progress within health and social care over the next two years.

 Target Development Goal	 Strategic Steps for Achievement	 Intended Timeline	 Monitoring Strategy
 1. Get the Care Certificate	Start and complete all important Care Certificate educational units during the onboarding and early phase of employment.	 Within 6 months of employment beginning	 Record documentation for completed modules and discuss educational progress during scheduled performance studies with my supervisor.
 2. Improve skill in old and dementia care	Search for opportunities to shadow senior care experts and participate in specialized dementia care workshops offered by the employer.	 Within 12 months	 Inspect my qualifications against training entry requirements every three months with my university tutor.
 3. Gain a accepted care qualification and consider progress routes, such as a Nursing Associate Foundation Degree apprenticeship.	Research entry requirements, complete my CertHE and discuss training or further study options with my personal tutor and employer.	 Within 24 months	 Examine progress against entry requirements every 3 months with my personal tutor.

Monitoring and Evaluation

I expect to run a complete review of this development roadmap every three months to review my progress. I will aggressively seek out helpful feedback from supervisors and colleagues to identify areas for improvement, as keeping an updated log of all completed training modules. This designed approach will confirm I remain focused on changing into a highly competent Care Assistant.

Task 4: Reflective Account - Component 1 Presentation Assessment

Introduction

This reflective log develops the structured framework of Gibbs (1988) Reflective Cycle to examine my performance during the LCHS4009 Component 1 presentation task. Keeping in structured reflection allows me to value my choices, get the outcomes of my actions and find areas for future academic growth. The Gibbs model guides this evaluation through six separate phases: description, feelings, evaluation, analysis, conclusion and an action plan.

Description

For the early part of this module, I was required to prepare and deliver an oral presentation centered on a key care concept. My preparation involved collecting academic evidence, organizing significant visual slides and organizing the talk with a clear introduction, centre arguments and a combination. To improve my timing and build confidence, I repeated the material independently and in front of family members. During the live assessment, I communicated my main ideas, stayed strictly to the time limitations and spoke the questions asked by the examiner. While I communicated the points clearly and held calm as the talk developed, I experienced plain anxiety at the start.

Feelings

Leading up to the assessment, I felt concern regarding public speaking and was worried about possibly losing my thought. However, once I directed the early slides, my comfort level grew. Upon concluding the presentation, I experienced an vast sense of relief and personal satisfaction in completing the task, along an immediate knowledge of areas where my delivery style could be developed.

Evaluation

A leading strength of my performance lay in my hard research and the logical organization of my picture material, which enabled me to respect the assigned time limit. Equally, my basic limitation was the early tension, which caused me to rely on reading directly from my slides rather than speaking freely. The assessor's later feedback confirmed that the presentation was well prepared and showed a secure understanding of the theme, but recommended that I work on my physical presence, maintain better eye contact and use my notes more carefully.

Analysis

This assessment stressed that an effective presentation involves more than just collecting facts; the manner of delivery, pacing and audience action are equally significant. Whereas thorough rehearsal mitigated my anxiety to a point, it is plain that I require further practice in public speaking. The analysis provided by my lecturer was helpful, highlighting both my successful policies and areas needing improvement, which supports with the core principles of reflective learning (Gibbs, 1988).

Conclusion

This presentation helped as a highly beneficial learning significant. It challenged my communication qualifications and increased my comfort when addressing a group. Even with facing initial anxiety, I navigated the assignment successfully and acquired actionable insights to inform my future academic work.

Action Plan

Optimizes future presentation assignments, I will start my preparation much earlier and select practicing without full scripts. I will focus specifically on improving my eye contact, accepting open body language and speaking with confidence. To do this, I plan to practice in front of friends, seek continuous feedback and employ deep breathing techniques immediately before speaking to manage nerves. I will switch to brief bulleted prompts on my slides to encourage ordinary delivery and arrange mock presentations with classmates. I plan to use Gibbs' Reflective Cycle continuously throughout my studies to honestly address my developing areas and change as both a student and a future professional in caregiving.

Reference List

(UWTSD Harvard referencing)

- Barchester Healthcare (2026) *Care Assistant - Care Home, Southport*. Available at: [insert web address of job advert] (Accessed: 08/07/2026).
- Care Quality Commission (2024) *Regulation and inspection framework for adult social care*. Available at: <https://www.cqc.org.uk/> (Accessed: 08/07/2026).
- Gibbs, G. (1988) *Learning by Doing: A Guide to Teaching and Learning Methods*. Oxford: Further Education Unit, Oxford Polytechnic.
- Health and Care Professions Council (2024) *Standards of conduct, performance and ethics*. Available at: <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/> (Accessed: 08/07/2026).
- Skills for Care (2024) *Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England*. Available at: <https://www.skillsforcare.org.uk/> (Accessed: 08/07/2026).
- Social Care Wales (2024) *Code of Professional Practice for Social Care*. Available at: <https://socialcare.wales/> (Accessed: 08/07/2026).