



OCTOBER 25, 2019

**PORTFOLIO OF EVIDENCE
SKILLS FOR LIFE:
EMPLOYABILITY AND FUTURE
PATHWAYS**

Chloe Anderson (1703728)

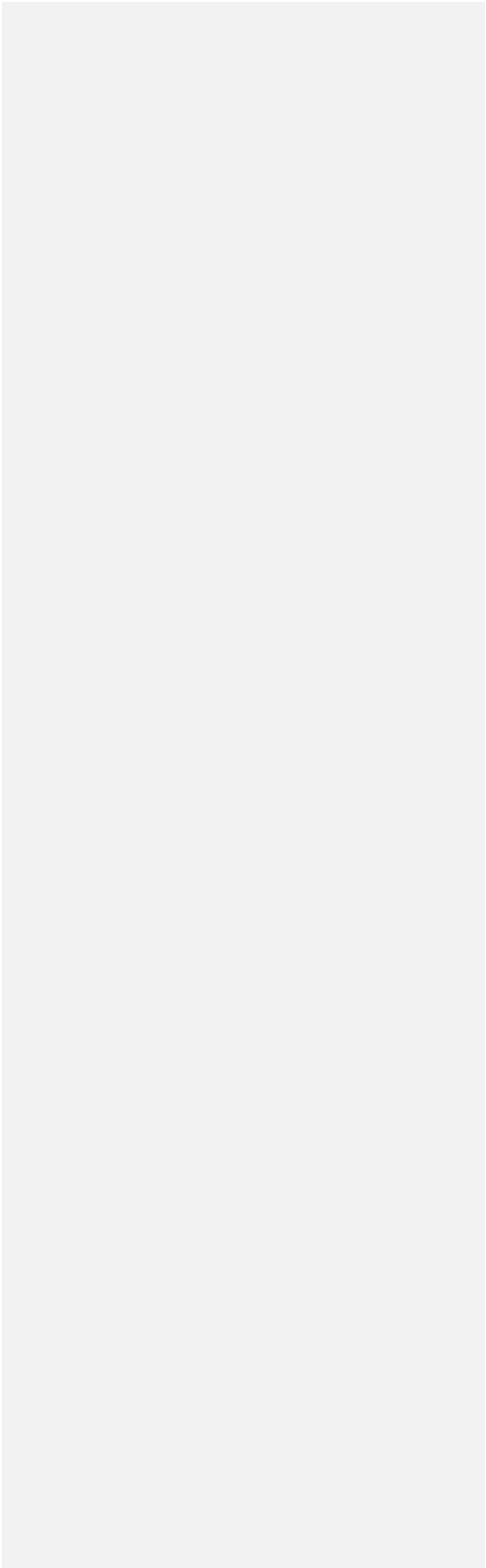


Table of Contents	1
Reflective Account.....	2
Reflective Account (continued)	3
Reflective Account (continued)	4
STAR Technique	5
Old CV	6
Old CV (continued).....	7
New CV	8
New CV (continued)	9
New CV (continued)	10
Personal Statement.....	11
Reference List and Bibliography	12

Reflective Account

Through the use of Gibb's (1988) reflective cycle, this portfolio will critically reflect upon the module 'Skills for Life: Employability and Future Pathways' and how the experience and content distributed has prompted me to start thinking about the future. It will also reflect on what importance continual learning and future thinking has in relation to future employment and personal development. Jorre, Johnson and Beverley (2016) believe that:

students should be made aware of the capabilities required in the workplace and encouraged to actively integrate learning experience from their coursework with learning and achievements from other aspects of their lives, thus, demonstrating the importance of taking experiences from university and adapting them in any job opportunity that may arise. Three components are provided below which will demonstrate a number of competencies that have been developed during this module which are beneficial to future career opportunities.

The first competency demonstrated is organisation skills. Evidence of this is shown in my new CV. My old CV was very bland and uninteresting, therefore I created a new one using all the knowledge I had gathered from the module. I organised it in a different way so that it would come across as more fluent. When I looked at my old CV which had not been updated for over two years, I realised how I had not sold myself in the way that I knew I could. Previous to this module and all the reading that I have done for it, I believed that education and job history was more important than the transferable skills that I have. Dench (1997, p190) stated 'it is unlikely that the current emphasis on personal skills will decline' meaning that if you can demonstrate your adaption of skills, the more appealing you will be to an employer. Therefore, I rearranged the order in which everything was placed on my CV. Only good came from this experience as I have now got an up to date CV that I am able to distribute as a graduate when the time comes. If I had allowed myself more time, I would have contacted student services to look over it and question if they thought it was up to the standard of a graduate.

The second competency exhibited is the ability to work in a team. This is demonstrated in the STAR method task. Using a past experience at my current work place, I completed the STAR method as a task during the module. At the time I felt as though the completion of this method was very descriptive and not beneficial to

Reflective Account (continued)

the assignment I needed to complete nor my personal development. However, using this completed task has assisted a great deal in my ability to reflect on my skill to work well in a team. A group of people does not make a team, a team is a group of people 'who agree on a goal and agree that the only way to achieve the goal is to work together' (Parker, 2008, p13) which is what this task has demonstrated. It is easy to say that you work well with other people, however this proves that in situations where the team needs to act as one, I can contribute to that. The sense I took from the situation was that I came to understand that I could demonstrate that this was a skill I had rather than just note it on my CV. I could have used a different scenario to validate this skill, however, only one example was required. If I was needed to complete another STAR method task, I would certainly feel more positives about it rather than consider the task as a waste of time.

The final competency proven below is the ability to adapt to my surroundings and modify my approach to situations using existing skills. This is demonstrated in my personal statement. I adapted my personal statement to better fit an application for a postgraduate conversion course in psychology. Whilst writing this, I thought that in order to attract the attention of someone within the enrolling process of a postgraduate course, I need to demonstrate how I feel towards the subject. Therefore, I opened my personal statement with the statement that I am very passionate about the subject of psychology. I found it quite easy to express my fascination towards to subject however I did not know enough about it to expand any further than that. Li (2019, p70) states that the personal statement is 'the most important document in the admission process' because it's the only part of the application where you have the freedom to write and show your personality through the screen. The sense I took from that situation was that I needed to do a lot more research in the field in order to expand on my statement. I do feel I could have done more research if I had given myself more time to do so and as a result of the personal statement being a big influence in getting a place at university (Li, 2019, p70), it is important that I can demonstrate how I am different to the other applicants. When this situation arises again during the application process of the postgraduate course, I will prepare more by researching current issues within the field in order to broaden my knowledge as well as introduce more personality onto the page.

Reflective Account (continued)

To conclude, all three of the components below reflect a competency that has been gained throughout this module. As referred to in the reflection of the updated CV, as a result of continual learning and taking in new and beneficial information at every given opportunity it has enabled me to progress my capability of presenting myself as someone that employers would find appealing. Personal development will assist me in enhancing my skills in a future career (Heery and Noon, 2008, p1). Promotion of future thinking during this module has encouraged the process of thinking of what I want to do after university. I need to consider all of the content from this module and consider what I can potentially make better. Saher (2019, p122) explains that in order to maintain employability, the ability to adapt my skills, knowledge and attitude is crucial.

STAR Technique

Could you give us an example of how you have contributed to a team or group activity?

Commented [CA(1): Throughout this task, I was able to describe a situation in which I found myself working as a team. This method allowed me to think properly about what really happened during this situation which made it easier for me to critically reflect upon and apply it to my personal development.

Situation
I am currently in employment within the retail sector where there are seven of us working alongside each other. During one week in the half term, the branch manager was away for a conference which meant the duties were distributed equally to all of us in order to keep the shop running efficiently and accurately.
Task
I was asked to ensure our banking process was always correct and up to date and that the stock was checked daily. As well this, ensuring cleanliness and store standard were met. Others were appointed their own roles in which they were accountable for.
Activity
In order to guarantee that no stock or money had gone missing, I was required to complete a stock check every day and also a banking check, ensuring that each bank lodgement was correct and was documented properly.
Result
As a result of the team completing their assigned tasks along with my contribution, the shop was kept at the company standard in which it would be with a manager present.

Chloe Anderson

Address: 3 Tir Einon, Llwynhendy, Llanelli, SA149DF.

Mobile: 07932583231

D.O.B: 08/05/1997

Commented [CA(2)]: This is my old CV. It is very un-interesting and does not demonstrate how much of an employable person I can be. This CV is over two years old as a result of being in my current job role for so long. Therefore, I created an up to date CV which demonstrated personal development and the ability to critically reflect upon myself as an employable individual.

Personal Profile

I am a very hard-working individual with over six years of customer service experience. Currently studying Primary Education Studies at the University of Wales Trinity Saint David in Carmarthen on a full-time basis.

Education

Gained ten GCSE's at Ysgol Bryngwyn School then went on to Coleg Sir Gar to gain an A level in Welsh Second Language. Three years later I went on to UWTSD to do the degree I'm currently studying. On track to gain a 2:2.

Job History

September 2013 to August 2014.

Pizza Hut Llanelli- Server.

Job title involved waiting on tables, taking orders and taking payments. This role involved good customer service skills as interacting with customers was a great percentage of the shift.

May 2014 to Present.

Carmarthenshire County Council- Breakfast Club Supervisor.

Job involves supervising primary school children for an hour each morning whilst they have breakfast before the start of the school day. Responsible for the health and safety of each child and received a range of training such as manual handling and food hygiene level 1 and 2.

Old CV (continued)

May 2014 to Present

Carmarthenshire County Council- School Meals Clerical.

Responsibilities include collecting, recording and banking, dinner money for children and staff. Also recording meals taken and balancing the register each week. This demonstrates my trust-worthy character.

August 2014 to December 2016.

Carphone Warehouse Llanelli- Sales Consultant.

Current job role involves customer interaction and ensuring satisfaction with every transaction. Key holder responsibility and in charge of cashing up tills at the end of the working day.

January 2017 to September 2017

Crest Trade Frames Llanelli- Sales Manager.

Job role involved working from an office and contacting local businesses to make appointments to demonstrate the available products. This entailed travelling around the country to sell products and bring in orders.

September 2017 to September 2018.

Pizza Hut Llanelli- Server.

Job title involved waiting on tables, taking orders and taking payments. This role involved good customer service skills as interacting with customers was a great percentage of the shift.

September 2017 to Present

Carphone Warehouse Llanelli- Sales Consultant.

Current job role involves customer interaction and ensuring satisfaction with every transaction. Key holder responsibility and in charge of cashing up tills at the end of the working day.

Skills

I work well in a team as well as individually to ensure all jobs are done to the best of my ability. I communicate well with both co-workers and customers which allows me to deliver exceptional customer service. Handling money is one of my day-to-day jobs along with opening and closing the shop as I am a trustworthy person.

References

Available upon request.

Chloe Irvona Anderson

Email: ciands@hotmail.com

Tel: 07932583231

Address: 3 Tir Einon, Llanelli, SA149DF

Commented [CA(3)]: This is my up to date CV. The changes I have made are;

- Organising it more efficiently.
- Showing my skills at the top of the page so that it is the first thing the employer will see.
- Providing a more in-depth character description so that the employer can get to know me rather than just my education and qualifications.

Skills

- Communication
- Ability to Work Under Pressure
- Decision Making
- Time Management
- Self-motivation
- Conflict Resolution
- Leadership
- Adaptability
- Critical thinking

Employment

September 2014 – December 2016 and August 2017-Present

I am currently employed by Carphone Warehouse where my role is a Customer Service Consultant. This involves delivering excellent customer service by assisting customers in finding the solution to their needs. This job demonstrates my excellent customer service skills, along with my ability to overcome any obstacles - such as customer issues, complaints and customer objections. The ability to work well under pressure is critical in this job role as a result of its fast pace and the fact it's a target driven role. Responsibilities also include signing the tills on in the morning and cashing the tills up at the end of the day and filing a lodgement of what has been lifted. It also involves working well in a team. Within the last year as a store, three different managers have been appointed. Therefore, communication and the ability to adapt to different managing styles is a huge benefit. During 2016, I did leave this job in order to take on a full time roll at a different company however was asked to come back when my original manager discovered I was returning to university.

New CV (continued)

September 2014- Present

Currently employed by Carmarthenshire County Council where my role is a Breakfast Club Supervisor. This involves providing a breakfast for primary school pupils between 8 and 9 am. Working with children requires a lot of patience and empathy in order to ensure they feel respected and cared for.

September 2014- Present

Currently employed by Carmarthenshire County Council where my role is a School Meals Clerical. Responsibilities include recording which child has had meals each day and receiving money from the parents to pay for them. This job demonstrates my ability to resolve conflict as many of times parents have disputed the amount they owe, resulting in a meeting at the school to resolve the situation. It also validates my trustworthy character as the responsibility to record cash that has been collected and bank it lies solely with myself.

January 2017- September 2017

During this time, I was employed by Crest Trade Frames in Llanelli as a sales manager. This role involved traveling around the country and introducing smaller businesses to the new products that my company had to offer. A lot of training was received in order to gain new product knowledge and time management was crucial so that I attend appointments on time. The reason for leaving this full-time job was to pursue a degree in Education Studies which was also full time, therefore needing a part time job that would fit around my studies.

September 2013- 2014 and August 2016- September 2017

During this time, I was a Guest Server at Pizza Hut in Llanelli. This employment included taking orders, money handling and providing excellent customer service. I left in September of 2014 and returned in August of 2016 for the reason that the manager asked me if I would come back on board with the team. This demonstrates my ability to execute the role to the top standard and also my dedication to the job role.

Education

2017 – Present **University of Wales, Trinity Saint David.**

Currently studying Education Studies: Primary

New CV (continued)

2008-2013 Ysgol Bryngwyn School

9 GCSEs:

- English Language B
- English Literature B
- Mathematics A
- Additional Science C
- Science C
- Welsh B
- Media B
- Art C
- History C

Additional Training

Additional training includes:

- Safeguarding
- First Aid
- Manual Handling
- Food Hygiene Level 1 and 2

Interests and Achievements

I enjoy being active whether that be at the gym or out walking locally. I also enjoy socialising as I find spending time with friends and family is what helps me find the healthy balance between work life and personal life.

During my time at school, I was awarded the head girl role and was also selected as school prefect. These responsibilities included meeting visitors from other schools or organisations and showing them around the school. It also meant I was an influence in the way the school was run which encouraged me to think creatively and produce new ideas for the daily running of the school.

References

Available upon request.

Personal Statement

An outgoing and enthusiastic university student studying BA Education Studies: Primary at University of Wales Trinity Saint David, with a tremendous fascination towards the subject of Psychology- Educational Psychology in particular. With an inquisitive mind, this field of study is one that will exercise all areas of knowledge and enable a hopeful future career. A great deal of passion for children and young people receiving a fair opportunity in order to lead a successful life.

Throughout education, the ability to lead and assist fellow pupils was always a satisfying duty. This was the result of taking on the responsibility of head girl and also school prefect. This is where the eagerness to support those with hardships derived and the desired job roll was thought out. Throughout the current course of study, relevant theory, legislation and practice for child development and additional learning needs in a social and educational context have arose which has proven to be even more educating and has strengthened the decision to undertake this specific area of study in order to understand how children and young people's minds process the information given to them as well as other areas of development.

Hobbies include socialising with friends and family as well as customers who require assistance within my current job role as a customer consultant and staying active either at the gym or going for walks locally. A sense of satisfaction is always greatly received after solving a problem for friends, family or a customer and after a good workout which also helps to separate work from personal life.

Future aspirations include securing the job role of an Educational Psychologist which will provide the ability to fulfil current desires to assist children and young people in grasping what they can do in order to live the life they wish for. Volunteering is also something that is being looked into as it will be a huge benefit to this aspiration and will provide additional skills in order to continuously develop and assist with offering the best possible help to others.

Commented [CA(4)]: Throughout this personal statement I have demonstrated how I can adapt myself to fit a job role or university course I wish to take on. I explained my reason behind the enthusiasm for the course and what my future aspirations were. This shows my ability to adapt my skills to fit the surroundings.

Reference List and Bibliography

References

- Dench, S. (1997) *Changing skill needs: what makes people employable? Industrial and Commercial Training*, 29(6), pp.190–193.
- Gibbs, G. (1988) *Learning by doing: A guide to teaching and learning methods*. London: Further Education Unit.
- Heery, E. & Noon, M. (2009) *Personal Development. A Dictionary of Human Resource Management*, Dictionary of Human Resource Management, pp. 1.
- Li, Y. (2019) *I am what I have written: A case study of identity construction in and through personal statement writing*. *Journal of English for Academic Purposes*, 37, pp.70–88.
- Parker, G.M. (2008) *Team players and team work new strategies for developing successful collaboration*. 2nd ed., San Francisco, CA: Hoboken, NJ: Jossey-Bass; J. Wiley & Sons, pp.13.
- Saher, U. (2019) *A Comparison of Self-Perceived Employability of Graduates from Public and Private Universities of Punjab*. *Bulletin of Education & Research*, 41(1), pp.119–131.

Bibliography

- Belwal, R., Priyadarshi, P., & Fazari, M. H. (2017) *Graduate Attributes and Employability Skills: Graduates' Perspectives on Employers' Expectations in Oman*. *International Journal of Educational Management*, 31(6), pp.814–827.
- Jorre, D., Johnson, T. & Beverley L. (2016) *Deakin hallmarks: principles for employability credentials*, in *ASCILITE 2016: Shaping the future of tertiary education: Proceedings of the Australasian Society for Computers in Learning in Tertiary Education 2016 conference*, ASCILITE, Adelaide, pp. 305-311.
- Krishnan, I. A. (2019) *An Investigation of Communication Skills Required by Employers from the Fresh Graduates*. *Pertanika Journal of Social Sciences & Humanities*, 27(2), pp.1507–1525.
- Precision Consulting. (2007) *Graduate employability skills*. Melbourne, Victoria: Business, Industry and Higher Education Collaboration Council.

