



Certificate of Higher Education in Skills for the Workplace

Task 2

Professional career development report

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Introduction

This paper will be focusing on the reflection that I have achieved from the study in relation to professional courier development. In this study, I have been able to conduct a role-play for my career development planning and this paper will be focusing on demonstrating the understanding of the knowledge and skills that I have effectively gained from the study module. It will also focus on analyzing the areas that I need to improve for my career development and accordingly developing a personal development plan to ensure that is an improvement. The questions that have been asked as an interviewer and the answer that is being provided as an interviewee have been included in this paper.

Task 2

Personal reflection

The following is the analysis of the reflection that I have been able to obtain from the study module with the help of the Gibbs reflective cycle:

Description:

This study module has been significant for me to focus on my career development. It has not only included different learning regarding how an individual can focus on developing a career in the Human Resource department field, but it has also significantly helped in providing different perspectives of interviewers and interviewees within an organization (Federici et al., 2021). In this study module, I had conducted a rule play in which I had to develop questions as an interviewer within an interview and had to provide answers as an interviewee. In addition to this, the completion of the job application form wishes included details regarding how I have been working over the past few years and what are the aims that I am currently having while focusing on joining an organization in the Human Resource department. The primary focus of the role play that was

present in the study module was to provide the students with the perspectives of both the interviewers and the interviewees within a particular interview. This, therefore, focus on the development of the perspective of an individual in relation to both the sides that are present in an interview.

Feelings:

There were different types of feelings that I achieved while conducting the activities that were present in the study module. I think in the initial stages when I was developing the questions like an interviewer, I was significantly nervous because it was difficult for me to understand the perspectives of the interviewers when they questioned the job application candidates. On the contrary, when I was developing the answers as an interviewee, I was confident because I have been preparing different ways in which a person must answer the interview questions when appearing for a job. In addition to this, I was significantly satisfied and happy when I was able to complete the questionnaire that I had to develop from the perspective of an interviewer. This is because I was nervous at the initial stages but slowly it helped me in obtaining confidence and provided me with the knowledge of how different individuals tend to think when they are conducting the job role of an interviewer. Throughout the study module and the role play that I had to conduct in the study, I was significantly excited because this was a new concept for me, and I believe that I will be able to learn numerous things from the activities of the study.

Evaluation

From the study module that has been conducted and the feelings that I have achieved while conducting the activities of the module, it can be critically evaluated that one of the major aspects that went significantly well for my development is the answers that I have been able to develop for the interview questions as well as for the job application. One of the primary reasons behind

this particular factor is that I have been preparing to obtain knowledge of how an individual can focus on providing better answers in an interview. In addition to this, I have also been able to obtain significant knowledge regarding career development in the professional world as it has provided me with the perspective of an interviewer. This is one of the major areas of analysis and understanding for me because I am focusing on the development of a career in the human resource management field which requires me to have the perspective and ability to conduct interviews for other candidates in future. However, from the feelings that I have achieved from the study module, it was significantly difficult for me at the initial stages of the development of the questions from the perspective of an interviewer. One of the primary reasons behind this particular factor was that I never conducted an interview before, but I have been a part of an interview as an interviewee. It was there for significantly difficult for me to understand how people who are conducting interviews think before questioning a particular individual regarding the job for which they are applying. One of the factors that were new for me in this particular module was the evaluation of whether I am being satisfied with the answers of the other candidate who is answering my interview questions.

Analysis:

From the evaluation and the feeling that has been discussed in this particular reflective cycle, it can be analyzed that one of the most effective areas that went in the study module was the development of the answers from the perspective of an interviewee. The reason behind this particular strength was the fact that I have focused on developing my capabilities and knowledge regarding how to effectively answer questions in an interview confidently. However, from the evaluation, it can also be analyzed that one of the primary areas that require improvement is the development of the questions from the perspectives of an interviewer. This is because when

conducting the role play in the study, I did not have a high amount of knowledge regarding the ways in which individuals focus on thinking when conducting an interview. This particular study and the role-play have provided me with the experience, and I believed that it can be significantly helpful for me in future to improve my perspective as an interviewer to generate better questions in an interview. It would be significantly helpful for me because I am focusing on developing a career in Human Resource Management where it will be necessary for me to conduct introduce for other job applicants in the company where I will be working. It is also important for me to develop certain skills that are important for an interviewer.

Conclusion

It can be concluded from the reflection that the study which has focused on the development of role-play has been significant for my professional career development because it has provided me with the knowledge of how to provide answers in an interview. In addition to this, it also helps me significantly in relation to my future plan of becoming an efficient employee or manager in the human resource management department by providing me with an experience of the thinking aspects of interviewers in a particular interview.

Action plan

From the analysis that has been conducted on the conclusion that has been obtained, it can be stated that the area which I need to improve is my perspective and skills that are important for being an effective interviewer.

Personal development plan

Areas to improve	Strategies	Time frame
Emotional intelligence	In order to develop emotional intelligence, I will be focusing on developing an assertive style of communication when conducting interviews in future (Salgado et al., 2019). In addition to this, I will also focus on developing a positive attitude when developing questions in an interview which will provide me with an ability to empathize with others and also develop a positive Outlook as an interview representing the organization.	I will be focusing on developing my emotional intelligence within 4 months.
Communication skills	In order to develop my communication skill, I will focus on ensuring that I can conduct communication where I can clearly convey my	I will focus on developing my communication skills including active listening and conveying the message clearly to others within 6 months of

	perspectives and also actively listen to the candidates who are appearing for the interviews (Succentor and Basuki, 2019). To develop my communication skills, I will also focus on taking part in different training and development programmed that focus on the development of the communication skills of an individual.	training.
Recognizing talent	To develop my skills and capabilities of recognizing talent with the help of the development of interview questions, I will be focusing on obtaining a wider perspective on real-time experiences (Regard and Corrin, 2019). This will ensure I include questions that can	To develop my ability to recognize talent, it will require me around 8 to 9 months of training and development.

	critically focus on understanding how a particular individual has developed themselves with the help of the experience they have gathered in different real-life situations. I will also focus on understanding the capability of an individual to adapt and be flexible in different working environments by including questions regarding unfamiliar situations.	
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A personal reflection on the role play: Recruitment and Selection

From the role play that I have conducted in the study, it can be critically reflected that one of the primary areas that helped in my development was the experience that I achieved from working as both an interviewer as well as an interviewee. I have been able to achieve a significant experience in the ways in which an interviewer thinks while developing questions and conducting interviews with different candidates who are appearing for jobs. In addition to this, I was also able to come across different types of studies that are necessary for the development of a candidate when they are appearing for an interview. In this way, the studies that were required for me to analyse the

study helped me in developing potential skills and knowledge of how to correctly answer the interview questions (Underage, 2019). Before conducting the study, I did not have any knowledge of the perspectives of an interviewer who usually works for the human resource management department of an organization. This study provided a real-life situation where I had to conduct an interview and develop questions for candidates who are willing to appear for a particular job. This has been one of the major experiences that I have achieved in relation to my career development because I am having a goal of being an effective human resource manager in an organization in future. To develop this particular part of my career development, it will be important for me to conduct interviews with different individuals who will be appearing for the jobs in the organizations (Tyler, 2020). This will be significant for me in future as I have been able to evaluate different types of skillsets necessary for me to become an effective interviewer in future.

In addition to this, I have also achieved knowledge regarding how a candidate much focus on answering different types of questions that are present in an interview. There are different styles in which a particular individual can focus on answering different types of questions in an interview which can provide them with additional benefits to obtain the job. I have been able to achieve the knowledge of different types of strategies that I can use to develop my answers in a particular interview by implementing my critical thinking skills and abilities. The perspectives of the interviewers as well as interviewees have been obtained from the overall study that has been conducted which I believe is significant for my current as well as future development in my career. I can there prosecute at the overall study module on the role model that I had conducted for recruitment and selection has been significantly helpful for me. It has provided me with the knowledge of how to become an effective candidate in an interview as well as an individual who is conducting the interview.

Conclusion

This paper has focused on analyzing the experience that I have achieved from the role play and the study module regarding recruitment and selection. It can be critically stated that the study module has been helpful in developing my competencies and perspectives as an interviewer and an interviewee. It also includes the questions that have been formulated from both perspectives in an interview that can be important for me in my career development in future.

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Appendix A

Interview

Answers as an applicant.

The Magic cooks

We are currently looking for an experienced HR Manager for a street food brand in London.

Our company has massive expansion plans for this year!

The ideal candidate will have a passion for people management, training and setting up a real community and business culture, the role will be integral in defining the ways of working at the company and is a true ambassador for the brand.

A: Hello, and welcome to the interview ! I am Ana Dinka and today I will conduct your interview!

F: Hello Ana, I am Florina Stancu , nice to meet you

A: I had a look on your application form, and it is very interesting!

If you are ready let's start the interview!

QUESTION AND ANSWER

1. Tell us more about yourself and skills.

As I mentioned I am Florina Stancu I'm 24 years old and the basic skills that I am currently possessing are mentioned in the curriculum that I have submitted but apart from that, I would like to describe myself as a hardworking and career-oriented individual who believes that collaboration work is one of the most important parts of every individual and their professional as well as personal careers for development. I have been focusing on developing different skills to become flexible in any type of working environment which I believe can be a major statement to describe myself.

2. Why did you choose our company to work for?

Well, I choose your company because I always had an ambition of working for one of the topmost multinational organizations that are operating in the industry. I have a focus on studying different organizations that are currently present in the market and according to my research, I have been able to analyses that your company is currently one of the most comparative organizations and is one of the most opportunistic companies for individuals to work in. The prospectus of the organization has attracted me significantly and I believe that I will be able to achieve my overall career goals with the help of the infrastructure and the support that is present in the organization.

3. Why should we hire you in the company?

I have applied for the human resource management field and over the years of my career development, I have focused on obtaining different skills and capabilities that are important for an individual to work in this field. According to the understanding that I

have achieved from the organization, your company is searching for a candidate who can effectively work within the business environment and collaborate efficiently within the organization. I, therefore, believe that I can be one of the candidates whom you can choose for the organization, and I can assure you that you will not regret the decision because I have a focus on developing collaboration within an organization. I will be providing my best to help the company achieve its strategic goals in the short, and long run.

4. Is money a motivating factor or development opportunities a motivating factor for you in an organization?

Yes, it is. For individuals working for any company, money is one of the primary motivating factors and to some extent, it is similar for me. However, I also believe that career development is a very important part of long-term employment and motivation for me. Therefore, I believe that the appropriate amount of salary, as well as effective opportunities for development within an organization, are equally important for maximum motivation.

5. How long would it take for you to make significant contributions to the organization?

If the organization chooses me to work for the company, believe that I can contribute to small amounts from the initial stages which can add up to become effective contributions to the organization. I believe that I can help in the development of a more collaborative environment in the department I will be working which can eventually become an important part of the organizational culture of the company.

A: Thank you Florina, If you have any question to ask, please feel free to ask !

F: Yes, I have 1 question, thanks for asking

1. F: What type of training and development programmed will I achieve?

A: At the initial stages after joining the organization you will be provided with a job training program where different software and tools access utilize will be provided to you and you will be trained on how to use them in your job. In addition to this, there will also be different types of development programmed provided to you in the long term of your employment where different other parts of the job will be discussed, and you will be provided with the training to become more flexible and efficient.

F: What does a typical day look in this role ?

A: A typical day in this position involve staffing activities which include recruitment, interviewing and hiring new people.

F: How do you help your staff to grow professionally?

A: We offer rewards and recognition, a learning management system, identify and develop soft skills

F: What work schedule will I have?

A: You will have full-time work schedule 40 h per week with the possibility to do overtime.

F : Can you provide me with a wider knowledge regarding the culture of the organization?

The company focuses on using the clan culture to conduct business. In relation to a wider perspective of the culture that is present in the organization, the management of the organization is people-oriented and prefers to make every individual focus on collaboration. The organizational culture believes that teamwork is one of the major factors that can help in achieving success and therefore the management of the organization focuses on developing the individuals in such a way that they can use the competencies and strengths of each other to achieve the strategic goals for themselves as well as for the organization.

F: These were my questions. Thank you very much for your answers!

A: You are very welcome! In the coming days you will receive an answer from us! Good luck and thank you for your interest in working with us! Have a nice day

F: Have a lovely day!

Questions as an interviewer:

1) Tell me more about yourself

2) What are your strengths? What make you good for this job?

3) Can you describe a difficult situation that you successfully faced in the previous job?

4) What interests you in this post in particular?

5) How will you deal with customer objections?

Answers as an interviewer :

1 What work schedule will I have?

You will have full-time work schedule 40 hours a week.

2 What are the most important qualities to advance in your company?

a) At the first you must have Confidence, you have to maintain a positive attitude, B) you must have communication with conviction, c) you must be an Active listening - understanding the customers' needs

3. What kind of person do you think would be the ideal candidate for this position?

A person who like Teamwork, who have Self-motivation, and ability to learn easier, and a person dedicate to this position.

4 Do you have any doubts about my qualifications?

I do not have at the moment, if I have in the future I will not hesitate to ask you.

5 Is there anything else I should know about this job or company?

No it's nothing, as you know we are a company with a long history in sales, we like to say things exactly as they are, and everything about us it's clearly define through our presence on social media

ANA: These were my questions, thank you for your time

Flori: Thanks for participating, I will reply you soon

Appendix B

Job application form

Application for Human Resource Manager -

Your details

Name: Florina Stancu

Education and training: level 4 in higher education in skills for the work place, courses for management, marketing and human resources,

Please give details:

I have obtained education in management, marketing and human resource. In my higher education, I have focused on developing my skills and competencies with the help of extensive education in relation to human resource management and general management in organizations. I have also focused on obtaining a high level of training in relation to the development of different types of skills such as communication skills, management skills, leadership skills and negotiation skills. To obtain these skills and competencies, I have focused on considering different training programs that have efficiently helped me in developing the skills that are required to become an effective Human Resource Management.

Qualifications

Please give details:

I have qualified in different trading programs that are related to the development of management skills and leadership skills. In addition to this, I have also received a qualification in communication skills which has helped me in developing different competencies such as active listening and two-way communication skills.

Employment history

Your current or most recent employer

DA Mobile LTD

Name of employer: Alina Dinca

Job title: Human Resource Assistant

Length of time with employer: 1 year 5 months

Reason for leaving: The main reason behind leaving my previous employment was the fact that I was not provided with proper opportunities for growth in the organization. The growth that I received in relation to my personal, as well as professional development in the 1 year and 5 months of my employment, was not significant as I believe that there could have been different opportunities, I can receive from other organizations that would have helped me in developing my competencies further. In addition to this, the organizational culture that was present in the previous Organization was not aligning with my perspective and my competencies which became a major factor of challenge in my long-term employment in that company. This is because I preferred to work in collaboration but in the previous organization where I got focused more on individual performance rather than teamwork.

Duties:

One of the primary duties that I had to conduct in my previous organization as a human resource assistant goes to keep a record of the work and the information of the organization that is related to the utilization of different types of resources. I also had the responsibility of scheduling appointments and meetings of the employees within the organization and making sure that all the necessary resources that are required to conduct the meetings were present. In the previous organization, I also had to conduct different types of tests to understand and administer the skills of different applicants who preferred to join the organization.

Previous employers

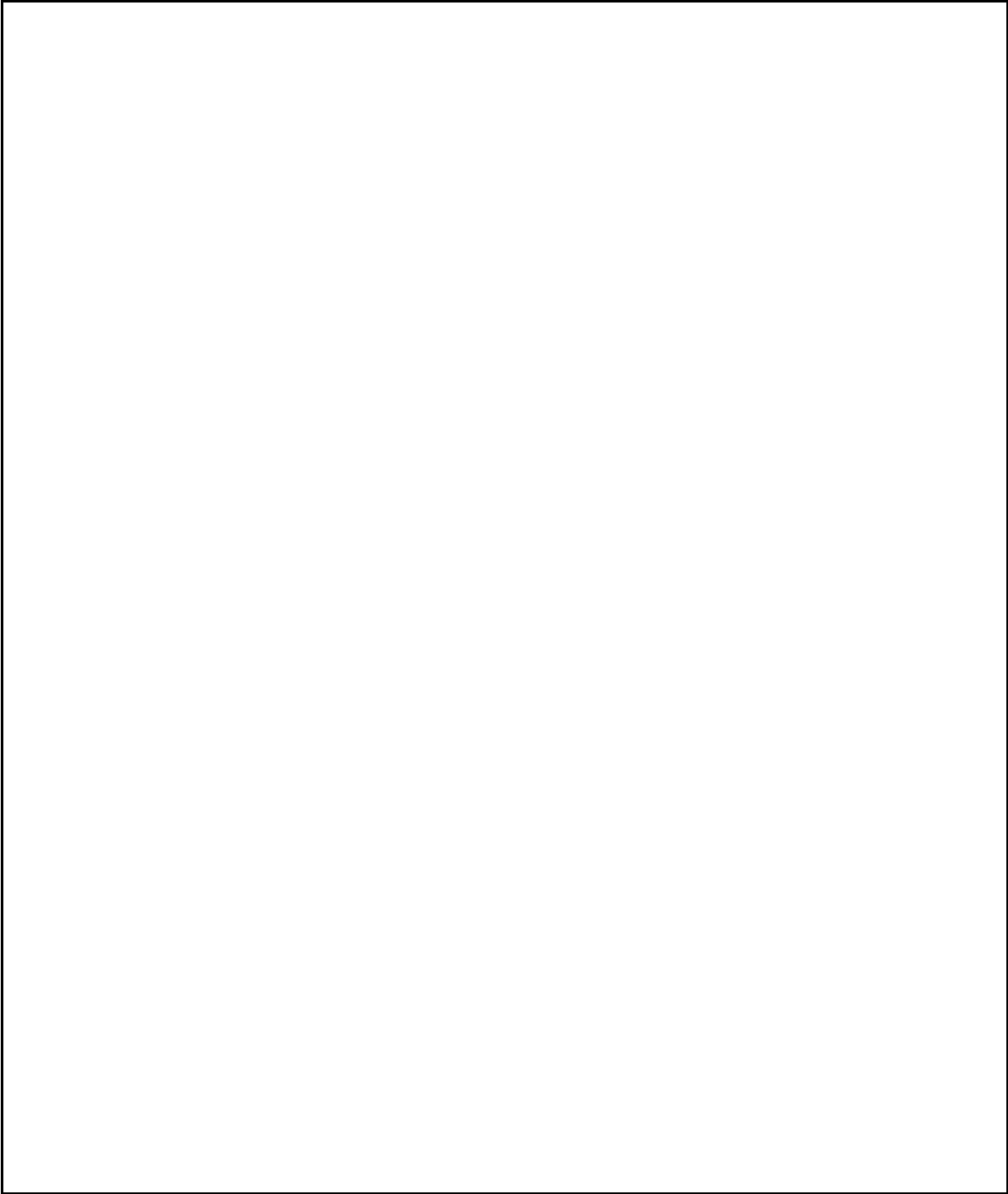
Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Previously I have worked as a human resource assistant and a human resource coordinator in a different business environment. Some of the major skills that I have implemented to conduct the operations that were present in my job description. Some of the major skills that I have implemented to conduct the operations that were present in my job description include communication skills where I had to communicate with different employees and candidates. In addition to this, I have also focused on implementing my time management skills and critical thinking ability to make decisions that are important for a human resource employee to implement in any type of business environment.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I believe that the requirements of the job significantly aligned with the skill set that I currently process. I also have experience in working in different types of business environments which is an important factor for a human resource employee or manager. I feel that I will be able to implement my collaborative skills and teamwork abilities along with the other skills that I am currently possessing within the business operations of the organization which will provide additional support to the business to achieve its strategic goals. According to my understanding, the skills and the abilities are a currently possess significantly aligned with the organizational culture and strategic goals due to which I can be one of the most appropriate candidates that the organization can choose to ensure that the higher a candidate who can provide their best for helping the organization to achieve the goals.



Right to work in the UK

Do you need a work permit to work in the UK? Yes / No

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Alina Dinca- 07503885165

Aurelian : 07900553216

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Florina Stancu

Signature: F.Stancu

Date:06/05/22