



## **Certificate of Higher Education in Skills for the Workplace**

### **Task 2**

#### **Professional career development report**

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**Student ID:** 2113998

**Module name:** Professional Career Development

**Module code:** BMSW4005

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definito.**

## **1.Introduction**

I talk over my personal career development plan in this report. Using Gibb's reflective cycle, I provide a reflection of the role play. In the study, I examine the expertise needed to carry out the job-related duties of a Translator, which is my desired career path. A personal development plan with SMART objectives is supplied along with an assessment of my present strong points and opportunities for improvement.

I participated in a role play in week 9 as a part of my evaluations of the Professional Career Development module. After choosing my workmate, we tried to understand the work that needed to be done. We started by researching our future jobs to figure out how to be prepared and successful and the skills it requires and then ask questions. At the exam when we started the interview I was quite nervous but sure of myself and the work I was presenting. Thanks also to my partner who always gave me a lot of support. There were also positive and negative sides: positively I was able to stay calm and thanks to this it gave me the opportunity to carry out the task with confidence, I managed not to eat my words which is a problem I have always had. Negatively, at some point in the interview I panicked and got lost. Overall, everything went well and I was happy with what we created!

## **2.Personal Reflection on the role**

Interview is oral test procedure I have to prepare myself smartly to join as a translator how I feel during this time is discussed according to gibbs model -

**Definition of Gibb's-** Scientist Graham Gibbs Hall is the father of this model, he invented this model in 1988. The Gibbs model is a model that is used to explore experiences in six steps - describe, feel, evaluate, analyse, conclude and plan action (Adeani, Febriani and Syafryadin, 2020).

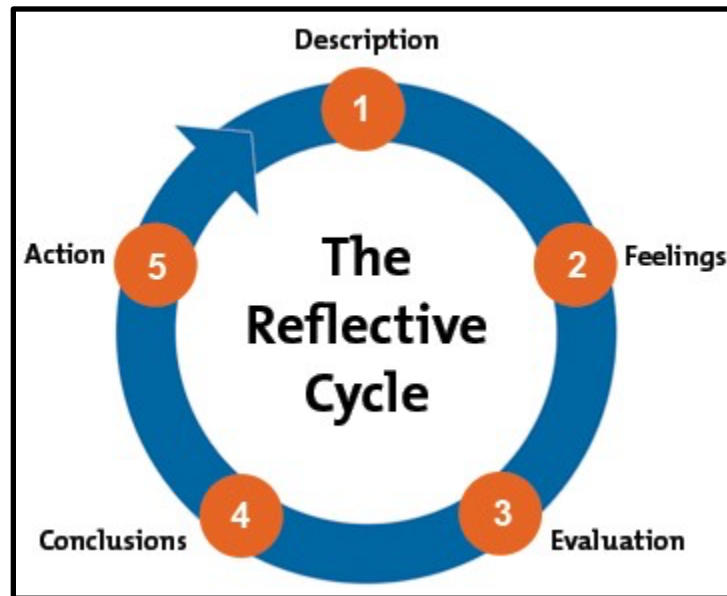


Figure : Gibb's Model

(Source : Adeani, Febriani and Syafradin, 2020) **Description:**

Just like in an interview, after completing the basic formalities from both sides, the interviewer asked me some questions and was testing my patience by repeatedly asking multiple questions while answering.

**Feelings:**

I was very nervous and even excited to answer because I was learning a lot while still feeling confident. Which helped me move forward in the interview process. However, during the interview, I gained pretty much confidence about my job role.

**Evaluation:**

The good thing for me in this case is that I am feeling very positive and my fear of interviews has reduced a lot, I have been able to answer the questions successfully, and my confidence has increased a lot. The downside was the pressure the examiners put on me which was uncomfortable.

**Analysis:**

This role policy has taught me how to keep myself calm while working and how to handle situations with my presence of mind and impress the opposite party. In this case my lack of cultural knowledge put me in trouble as the bosses asked a lot of questions regarding this.

**Conclusion;**

Using this model, I understand my difficulties and try to overcome them, which will also give me confidence to face new interviews and move forward in my career. I have benefited from this model.

**Action plan:**

| Areas to improve | How to improve                                                                                                                                                                                                                                                                                                                                      | Time frame   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Time Management  | Before starting any work I have to start by looking at the time and at the end I have to see if the work is completed on time according to my schedule and it has to be practiced continuously, on the other hand I have to stop multitasking i.e. delegating the work to others if possible. Do not waste time taking responsibility unnecessarily | 1-1.5months  |
| writing          | To improve this skill, you need to first read or think about something and organize it well in your head so that it can be written. Not only that, you can watch some videos on how to improve your writing skills.                                                                                                                                 | 1.5-2 months |

|               |                                                                                                                                                                                                                                                                                                          |           |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Concentration | To increase concentration skill you should try to give as much attention as possible to any work and start with very small tasks. Also concentration skill can be increased through meditation or another way is to keep the things that disturb you while working like mobile etc. It will be work time | 21-30days |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

### 3. Personal development plan

#### SMART analysis

The purpose of SMART analysis is to discuss specific, measurable, attainable, realistic, and timely aspects of an event or person or thing. In this case specific stands for -higher definition, clarity and ambiguity, measurable means-specific criteria that accurately measure progress towards goal attainment, Achievable stands for-attainable or unattainable means-helps to understand whether the desired object will be obtained, realistic and purposeful in life. relevant to Punctuality means- measuring the duration of a work correctly so that it is on time. If you know these, any work can be done independently and accurately and even improve the work (Giol, 2018).

**What do you want to achieve?**-As my desired career is to be a translator so according to me communication skills, interpersonal skills, presentation skills, time management skills, reliability, adaptability, honesty, curiosity, professional pride etc. are very important for a job seeker but these days these are becoming basic skills as well as jobs. Power

has become the benchmark and with this achievement I want to be recognized for excellence in my work world, which will help me move forward.

**When do you want to achieve it?**-As these qualities will help me get a job in a good place and get a higher salary and even differentiate me from others, I want to acquire these before starting my career. In this case, if I learn these things after entering the workplace, I will be deprived of a lot of workplace learning and even given less time at work. These skills will help me face the interview, increase my confidence during the interview, which is very necessary at the interview time.

**Definition of Smart goals?**-SMART analysis is a method that helps to identify specific aspects of any work or person or thing, with the help of which the problem is known, which helps in the development of something by rectifying that problem. It usually takes place in five stages, and these stages are- Specific, Measurable, Achievable, Realistic and Timely, helps any effort to focus and grow. It even helps the individual or a task to organize and reach the goal through this analysis and personal development through selfreview which is very important in any (Giol, 2018).

| SMART Goals | Objectives | How to achieve | Time frame |
|-------------|------------|----------------|------------|
|-------------|------------|----------------|------------|

|                 |                              |                                                                                                                                                                                                                                                               |         |
|-----------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <b>Specific</b> | To gain sound research skill | Techniques in this case would be to refine Google searches or to keep track of how colleagues are working on sound research skills, this can be achieved by finding and bookmarking my most useful reference sources and also by asking in translator forums. | 1 month |
|-----------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|

|                   |                                                                     |                                                                                                                                                                                                                                                                                         |           |
|-------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Measurable</b> | To have a measurable best practice translation and review processes | This skill can be developed by reading and translating articles or newspapers on your own, or even by reviewing translations or taking a translation course to drill word processing. while translating. It can be developed by working with colleagues and reviewing each other's work | 15-20days |
|-------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|                   |                                            |                                                                                                                                                                                                                                                                                                                                              |              |
|-------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Achievable</b> | To gain achievable computing and CAT skill | By watching and taking advantage of Microsoft's training videos, especially to increase my knowledge of Word, by watching online tutorials or how-to YouTube, searching for solutions to my problems or taking a course to overcome where I am weak. Skills can be developed by comparing notes with my colleagues for TM productivity tips. | 1.5-2 months |
|-------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|

|                 |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                    |           |
|-----------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Relevant</b> | To acquire relevant skills for self motivation | Since self-motivation is very important for work, self-motivation can be achieved through improving one's work, when one's work improves, the desire to do better works. Also, I need to reward myself according to the quality of my work, which helps to motivate myself and now on various social media platforms. There are plenty of motivational videos available that I can watch to keep myself motivated. | 7-15 days |
|-----------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|                   |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |
|-------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Time bound</b> | To have a time-bound time management skill | For time management, I first need to make a list of tasks and make sure which tasks need to be done first, then create deadlines for doing those tasks and follow the deadlines, even taking a milieu at the end of the task to ensure that the task was completed on time. I need to reward myself for time management so that basically increases my interest in it. I need to stop multitasking and prioritize essential tasks, use my downtime, and even delegate tasks that can be done by others during stressful times.. | 15-30 days |
|-------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|

#### 4.SWOT Analysis

SWOT analysis is a traditional framework used to assess an individual's competitive position and develop strategic plans on demand because it identifies strengths, weaknesses, opportunities, and threats even though it is logical. SWOT analysis deals with internal and external factors with current and future prospects to discuss the strengths, weakness opportunities and threats of a task or individual or organization to reach the top of improvement (**Benzaghta et al. 2021**).

**Strength-**The strengths that I have are communication and language knowledge which is very important for this field, because the job of a translator is to understand and master the client language. In addition, through improved communication skills, adequate communication can be maintained, as a result of which customer feel more enthusiastic and show interest in asking various questions. These two qualities will help me a lot to improve in this field.

**Weakness-**My weaknesses are that I lack cultural knowledge and this can prove very negative for my career, because if I don't give enough information to customer about the precis translation , they can show negative reaction towards me, thus it is harmful for me. Also lack of concentration skills which prevents me from paying attention to the client so I am unable to give them a proper answer which also results in their disliking me which is detrimental to my career. Also my other weakness is my lack of time management skills which makes me lag behind in my work as not being able to provide services on time as per the requirement can be very detrimental to my career.

**Opportunities-**As my communication and language knowledge is very good it is a very big opportunity for me. As this field is very wide, I can easily get a job using this skill and even improve my promotion at work by being appreciated by using these skills. Not only that, because I possess these skills very well, I can present myself differently from others, which opens up opportunities for me to get jobs and progress.

**Threat-**Translators may encounter linguistic, literary and aesthetic and socio-cultural problems while translating, and linguistic problems include collocations and ambiguous syntactic structures. Aesthetic and literary problems are related to poetic structure, figurative expression and words. Also, other threats for them are that since this field is very popular nowadays and there is a lot of scope for improvement, there is a lot of

competition. enters the field with such skill that any shortcoming can set a translator back so much.

**Personal improvement plan:**

Personal development plan or PDP is more of a structure-based framework which is highly helpful in determining one's skills he/she has, identifying areas of development and taking proper initiative to improve those areas (Travers, 2022).

| Skills to improve myself                                                                      | Ways to acquire the skill                                                                                                                                                                                                         | Time frame |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Increasing the interest of tourists increases cultural knowledge/cultural knowledge.          | Knowledge can be increased by reading different books or journals or by collecting information about different places from different websites online or by visiting and talking to local people to learn about their way of life. | 7days      |
| Listening attentively to tourists and showing interest in listening to them/active listeners. | When customer speak or ask for information, I must listen attentively, notice them, and remain silent while listening. Even through my own gestures it should convey that I am very eager to listen and respond to them           | 45-60 days |

|                  |                                                                                                                                                                                                                                                                                       |              |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Organizing Power | In this case, before answering, I have to organize the words myself so that when I say the words that I am translating for them, they are interested in listening and feel that there is enough necessary information in it.                                                          | 15-20 days   |
| Research skills  | For this I have to read a lot of books, read newspapers, physically go around and collect information, always interesting and necessary information, moreover, to increase research skills, now there is very effective online information which will help me to increase this skill. | 1-1.5 months |

## 5.Conclusion

The content of the above discussion was that since the translation industry is huge and has a lot of room for improvement as well as competition, it is very important to have knowledge of one's strengths, weaknesses, opportunities and threats to start working as a translator, which SWOT analysis helps to know. Gibbs model helps to know the person's position and problem and even how it can be recovered. SMART analysis helps a job

seeker know how measurable, achievable, relevant and time-consuming your specific goals are. When a job seeker is aware of these things, it is more convenient for him to improve himself which leads him to a better career. From this it can be assumed that the purpose of the report has been successful.

## **Reference**

Adeani, I.S., Febriani, R.B. and Syafryadin, S., 2020. USING GIBBS' REFLECTIVE CYCLE IN MAKING REFLECTIONS OF LITERARY ANALYSIS. *Indonesian EFL Journal*, 6(2), pp.139-148.

Benzaghta, M.A., Elwalda, A., Mousa, M.M., Erkan, I. and Rahman, M., 2021. SWOT analysis applications: An integrative literature review. *Journal of Global Business Insights*, 6(1), pp.55-73.

Giol, E., 2018. SMART goals in artistic management. *Bulletin of the Transilvania University of Brasov. Series VIII, Performing Arts*, 11(2), pp.103-108.

Travers, C.J., 2022. Reflective Goal Setting for Leader Personal Development. *In Reflective Goal Setting* (pp. 165-176). Palgrave Pivot, Cham.

# Appendix A :

## Job application form

**Application for [job title] - Translator**

Your details

**Name: Doha Laghlami**

**Education and training**

Please give details:

|  |
|--|
|  |
|--|

**Qualifications**

Please give details:

|                                                            |
|------------------------------------------------------------|
| Certificate of Higher Education in skills in the workplace |
| Degree in Translation BA                                   |

## Employment history

Your current or most recent employer

Name of employer: Doha Laghlami

Job title: Translator

Length of time with employer:

Reason for leaving: Career progression

Duties:

Translate documentation, qualification, degree, etc...

## Previous employers

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

Receptionist Hard Rock

## Supporting statement

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

I am suitable for this role because I am sure of myself and what I can achieve.  
I have good communication and organizational skills.  
I know how to settle in the heaviest situations looking for an effective solution.  
I can manage teamwork

## Right to work in the UK

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

## References

Daniel Herrera Garcia Oscar  
Gomez .

## 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: Doha Laghlami

Signature: ***Doha Laghlami***

Date: 06/09/2022

## Appendix B

|                                                       | 5                                                               | 4                                                               | 3                        | 2                        | 1                        | Comments                                                                                                                                                                               |
|-------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ARRIVAL, APPEARANCE &amp; POISE</b>                |                                                                 |                                                                 |                          |                          |                          | A very good warm welcome that makes the interviewee comfortable. Ashe role play was done face to face. The interviewee arrived early, and well dressed and prepared for the interview. |
| Firmly shook hands of interviewer, smiled and greeted | <input checked="" type="checkbox"/>                             | <input type="checkbox"/>                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                                                                                                                                                        |
| Maintained eye contact                                | <input type="checkbox"/><br><input checked="" type="checkbox"/> | <input type="checkbox"/>                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                                                                                                                                                        |
| Hand and facial movements were natural                | <input type="checkbox"/>                                        | <input type="checkbox"/><br><input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                                                                                                                                                        |
| Posture (sat up straight, etc.)                       | <input type="checkbox"/>                                        | <input type="checkbox"/><br><input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                                                                                                                                                        |
| Displayed confidence                                  | <input type="checkbox"/><br><input checked="" type="checkbox"/> | <input type="checkbox"/>                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                                                                                                                                                                                        |
| <b>SKILLS PRESENTATION &amp; DELIVERY</b>             |                                                                 |                                                                 |                          |                          |                          |                                                                                                                                                                                        |

|                                         |                          |                                     |                          |                          |                          |
|-----------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Demonstrate knowledge about the company | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Aligned answers with                    | <input type="checkbox"/> | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|                                                   |                                     |                                     |                          |                          |                          |
|---------------------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| the needs of the company                          |                                     |                                     |                          |                          |                          |
| Demonstrate skills with examples                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Acted in a polite manner                          | <input type="checkbox"/>            | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Answered questions in full and in a timely manner | <input type="checkbox"/>            | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understood the position                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Displayed enthusiasm                              | <input type="checkbox"/><br>x       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Focused on strengths; avoided weaknesses          | <input type="checkbox"/>            | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Referenced specific items on CV                   | <input type="checkbox"/>            | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emphasised qualifications                         | <input type="checkbox"/>            | <input type="checkbox"/><br>x       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

As the interviewer you have made your interviewee comfortable. But you need to dress professionally next time. Try to make the interview to look more real add more flavors to this next time. You have demonstrated good skills of the job you also acted in a professional manner. Then make sure you emphasize more on your strengths rather than your weakness. You feel relaxed and comfortable. Try to improve on time management. Overall, it was a successful interview.

|                                                                                                                       |                                          |                                          |                          |                          |                          |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------|--------------------------|--------------------------|--------------------------|
| Asked appropriate questions of the interviewer                                                                        | <input type="checkbox"/>                 | <input checked="" type="checkbox"/><br>x | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Spoke clearly and at a reasonable volume                                                                              | <input checked="" type="checkbox"/><br>x | <input type="checkbox"/>                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Limited the use of filler words such as "um" or "like"                                                                | <input type="checkbox"/>                 | <input checked="" type="checkbox"/><br>x | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Did not talk negatively about previous employer(s)                                                                    | <input type="checkbox"/>                 | <input type="checkbox"/><br>x            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b><u>OVERALL PREPARATION</u></b>                                                                                     | <input checked="" type="checkbox"/><br>x | <input type="checkbox"/>                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><b><u>LECTURER: PLEASE SIGN AND DATE IN THIS BOX TO CONFIRM COMPLETION OF THE INTERVIEW.</u></b></p>               |                                          |                                          |                          |                          |                          |
| <p>FAEDU 21/08/2022</p>                                                                                               |                                          |                                          |                          |                          |                          |
| <p><b>POINTS AVAILABLE</b><br/><u>100</u></p> <p><b>POINTS EARNED</b><br/>—</p> <p><b>GRADE</b><br/>75__</p> <p>%</p> |                                          |                                          |                          |                          |                          |

## Appendix C

Questions:

1. Tell me about yourself?
2. What made you choose this career?
3. When you find a client who is not satisfied with your work, how do you behave?
4. What do you prefer to translate?
5. How do you see yourself in 5/10 years?