



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

Module: Professional Development within Health and Social
Care

Module code: LCHS4009

Assignment Title: Personal Development Portfolio

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Task 1

Professional CV

Sabbir Ahmed

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Professional Profile

Professional, motivated and responsible, with 4 years of experience in team leadership, operations management and customer service, who is in a qualification course in Health and Social Care. Exhibits good organisational, communication and problem-solving skills and is able to oversee staff, keep proper records and provide quality service. Dedicated to helping vulnerable people and adhering to care standards and regulations.

Key Skills

- Team management, employee oversight, and knowledge sharing
- Impressive verbal, written, and interpersonal abilities
- Preparation of key performance indicators, reporting, and accurate data
- Care for customers and settlement of conflicts
- Knowledge of health and safety regulations
- Efficiency in managing time and being organised
- Resilience in high-pressure situations and availability for on-call

Education & Training

CERTHE Skills for the Workplace (Health and Social Care)

University of Wales Trinity Saint David (2025 – Current)

BTEC IT Computer Science

Glam Hafren College (2011)

Professional Experience

Assistant Manager – Lal Quilla, Lymington

- Oversaw day-to-day operations, making sure services were provided smoothly and rules were followed.
- Oversaw employees, provided training, and assisted in hiring
- KPIs were tracked, and sales reports were prepared.
- Successfully managed schedules, coordinated teams, and resolved conflicts
- Ensured all health, safety, and regulatory compliance measures were met

Head Waiter – Tandoori Mahal

- Provided excellent service to customers and oversaw reservation processes
- Recorded and processed transactions accurately
- Efficiently, along with professionally resolved consumer concerns

Waiter – Bills Soho

- Ensured client happiness by providing exceptional service.
- Collaborated with teammates to guarantee efficient operations
- Relied on health and safety regulations and kept the area clean

Interests & Hobbies

- Volunteering and community support
- Learning about healthcare practices and social care policies
- Team activities and leadership development

References

Available upon request

Task 2

Personal statement

The care manager job in Jays Homecare is my selected job circular for developing my further career, as I have a great interest in developing a significant career in the health and social care profession, where I could help in making the lives of vulnerable people better. My career goal in the long term is to become a qualified and caring leader in the sphere of care services, guaranteeing service users a high level of support, dignity, and safety. I am in the process of earning a qualification in Health and Social Care that is enhancing my attitude towards the principles of care and its safeguarding, as well as person-centred approaches, and I am looking forward to implementing this knowledge in the workplace.

My experience in the professional sector has made me have good leadership, organisational, and interpersonal skills that are quite relevant in the Care Manager position. Working as an Assistant Manager in Lal Quilla, I was to manage the day-to-day activities, staff management, and health and safety standards. I have also participated actively in recruitment, staff training and performance monitoring, including report preparation and monitoring critical performance indicators. These tasks have enabled me to learn how to manage teams, keeping proper records and ensuring the organisational standards are always met (Block, 2016).

Moreover, my experience in customer-facing positions, including Head Waiter and Waiter, helped me realise that I have improved communication skills and am able to resolve difficult situations professionally and in a compassionate way. I have been able to address the concerns of customers, solve conflicts, and provide a pleasant experience to every client on a regular basis. These experiences have enabled me to become patient, emotionally intelligent, and capable of staying calm in the face of stress, which are difficult to achieve otherwise, especially in a care setting, especially when collaborating with people who have a variety of needs (Gosling and Mintzberg, 2017).

My strong work ethic, flexibility, and dedication to lifelong learning are the personal strengths that I believe I have. I am very organised and detailed, and this helps me to keep up-to-date records of data and maintain systems up to date. I also believe that I can work on my own and as a team member, including responding efficiently in case of an emergency and working oncall. The growing experience in health and social care, along with my experience in the field

of management, enables me to think in a balanced and solution-oriented way (Goulart, Liboni and Cezarino, 2022).

In my opinion, I would prove useful to Jays Homecare since I would be able to offer a mix of leadership experience, a sincere interest in care work, and a desire to provide high-quality services (Indeed.com, 2026). I find the prospect of serving the service users and at the same time helping the organisation grow and prosper, especially motivating. I believe that my staff management abilities, communication, and performance monitoring skills fit the needs of the Care Manager position quite well, and I am willing to contribute positively to your team.

Task 3

Personal SWOT analysis

Strengths: I have good leadership and organisational skills acquired during my work as an Assistant Manager, during which I had to supervise the staff, schedule, and provide smooth operations. I have strong communication and interpersonal skills that enable me to communicate with clients, families, and professionals in a care environment. I have the ability to solve problems and deal with difficult situations with a calm mind, which is a necessity in health and social care. I also have experience in keeping proper records and tracking performance, which is in line with care management responsibilities. My continued learning in Health and Social Care enhances my knowledge of safeguarding, person-centred care, and professional standards in this position further.

Weaknesses: My primary areas of weakness are that I lack direct practical experience working in a formal health and social care setting, and most of my experience has been in the hospitality and management field. I am still learning practical care-specific skills that are defined by advanced care planning and clinical knowledge, although I am already studying Health and Social Care. Sometimes, I can assume too much responsibility because I am highly committed, and this can make me feel pressured. Also, full adaptation to complex care regulations and policies in the UK might be a long journey, but I am encouraged to learn and get better and better.

Opportunities: This position will give me a great chance to move into the health and social care field and use my transferable leadership and management skills. My present research will complement my professional knowledge and provide opportunities to take additional

qualifications, including NVQ Level 5 in Health and Social Care Leadership (Kwaku, 2022). The profession of a Care Manager will enable me to gain experience in the area of care coordination, safeguarding, and compliance with regulatory authorities. It is also possible to broaden my professional circle and experience multidisciplinary teams, which will help me achieve my long-term objective of entering senior management positions in the care industry.

Threats: The sector of health and social care is very regulated, and it may become a challenge in the beginning, where one may fail to comprehend or adhere to the policies and standards. The potential competition with the candidates who have a broad range of care-specific experience can also be an obstacle to the application to such positions (Lambert, 2018). Work stress can be caused by the stressful job environment, such as on-call obligations and emergencies, unless properly addressed. Also, it might be hard initially to adjust to the emotional demands of working with vulnerable people. But, I will not yield to these obstacles by being a lifelong learner, resilient, and developing professionally.

Personal development plan

Goal	Development Actions	Timeframe	Monitoring & Evaluation
Gain practical experience in health and social care	Pursuing employment opportunities in care settings. Shadowed care workers and managers to know how to provide care, protect, and what clients need.	Within 6–12 months	Monitored hours and duties acquired. Get feedbacks with supervisors. Jot down a learning journal to determine how skills and confidence in care have improved.
Achieve a professional qualification in care management	Full course of current Health and Social Care and further to the Level 5 Diploma in Leadership of Health and Social Care.	Within 1–2 years	Assess knowledge acquired via tests and the capability to utilise learning in real or simulated scenarios.

Develop leadership and management skills in a care context	Develop team leadership, staff management, and KPI reporting skills, either at work through additional responsibility or through training.	Ongoing for over 2 years	Perform self-evaluation after every three months. Get advice from managers and colleagues. Indicate improvement by means of better performance, self-confidence in leadership positions, and competence in dealing with complex situations.
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Task 4

Personal reflection

The reflection on the LCHS4009 Component 1 presentation is organised according to Gibbs Reflective Cycle that can help me to analyze my experience critically and define the areas that will be improved in the future. The presentation was dedicated to the definition of communication in the professional environment, the significance of communication on patient safety, the SBAR framework, and personal career growth. Generally, it was a worthwhile experience that enabled me not only to improve my academic knowledge but also my presentation skills.

Description: Describing it, I created and presented a formal presentation that included the most important theoretical and practical issues in health and social care communication. I described the importance of communication in patient safety and error minimisation, and I presented the SBAR (Situation, Background, Assessment, Recommendation) framework as the means of efficient and effective communication between healthcare professionals. I have also added my personal reflection concerning the relevance of communication skills to my future profession as a care professional. Verbal feedback was given by my lecturer, who said that my presentation was good, which was a pointer that I attained the desired learning outcomes.

Feelings: Considering my emotions, I felt nervous at the first stage of presentation preparation, especially because I needed to present my ideas clearly and without fear. But as I went, I got more relaxed and assured in my presentation. I was content that I could clarify important ideas and discuss the subject matter. Feeling motivated and more confident in my skills to present in

an academic and professional environment, I was motivated to continue my studies after positive feedbacks of my lecturer.

Evaluation: When assessing my performance, I feel that the clarity of my content was one of my strengths. I could identify the meaning of communication in a professional setting and would successfully relate it to patient safety, which showed that I had knowledge about the subject. Also, the incorporation of the SBAR framework provided a practical value to the presentation (Shahid and Thomas, 2018). I also had a good organisation and structure because I used a coherent flow that enabled the audience to comprehend. Nevertheless, I could have done some areas better. I might have, as an example, employed more real-life examples or case studies to make the presentation more interesting and relatable. It is also my feeling that I might have to work on my body language and eye contact to make my delivery better.

Analysis: Analytically, this experience guided me to realise that it was not just necessary to know the theoretical concepts but also to know how to convey them. In health and social care, communication is a very important skill, especially in patient safety and effective teamwork. Although the feedback provided by my lecturer demonstrated that my presentation was good, critical reflection reveals that it can still be developed, particularly in regard to engagement techniques and confidence in presentation. This is in line with the professional expectation in the care sector where clear, confident and empathetic communication is required.

Conclusion: Conclusively, this presentation was a good learning experience, which allowed me to improve my communication and presentation skills. It has strengthened the value of good communication in professional practice and made me more confident when making academic presentations. In the future, I will seek to use examples better, develop my non-verbal communication skills, and practice my presentation techniques. In this way, I will feel more prepared to work on future academic tasks, as well as my professional life in health and social care.

Action plan: My action plan would involve developing confidence in my public speaking through practising presentations and getting feedback on a regular basis. I will also pay attention to the need to avoid using notes and enhance eye contact and audience interaction. I will also use more practical cases in subsequent presentations to make the presentation more constructive. The identified improvements will enhance my academic growth and make me ready to communicate successfully in my future job in the field of health and social care.

References

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