

Porfolio

by Nabeela Begum

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Name: Nabeela Begum

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Module name: Professional Development within Health and
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Assignment Title: Personal Development Portfolio

Lecture Name: Hajra Mustasim

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Task 1 of 5 -CV

NABEELA BEGUM

Walsall, WS2 9TN

07527844465

Nabeela.begum@icloud.com

SUMMARY/SKILLS

I am a motivated, hardworking and organised registered Pharmacy Technician as well as an Accuracy Checking Technician who strives to achieve success in all aspects of my pharmacy career. I have shown myself to be an effective and dedicated leader who is ambitious and aspires to help others in achieving their targets as well as my own. By motivating staff and offering them the guidance, support and training that they need to implement to attain targets we can foster a team approach, with each individual working towards this common goal. I have over 9 years' experience in pharmacy, and I am a responsible, skilled technician who has excellent time keeping, attendance record and impeccable communication skills. I am hoping to further my career by gaining experience within a secondary social care setting and in a health and social care environment.

EXPERIENCE

Swanpool Pharmacy, Tipton

Accredited Checking Technician (ACT)

Sept, 2021 – Feb, 2023

My main responsibilities include checking off medication from clinically suitable prescriptions. Using this valuable qualification, I have been able to free up more time for the responsible pharmacist to ensure that services (such as NMS and MURs) are provided for all our patients. I have a key role in ensuring that dispensing staff have clear tasks from dispensing medication, labelling medication, ensuring orders are sent and received, orders are put away and general housekeeping duties. By engaging with staff and communication effectively I can ensure the smooth running of the pharmacy.

Larvic Pharmacy, Walsall

Nov, 2018 -July 2021

Pharmacy Technician

My main responsibilities include the assembly of prescription medication, counselling patients on over the counter medicinal medication, providing helpful information to patients and liaising with a wide variety of healthcare professionals. As a pharmacy technician I also have the responsibility of supervising other members of the pharmacy team to ensure that daily tasks are completed in a timely manner. Alongside this focus on staff development, of course, it is essential to maintain an awareness of the risks and demands of the business and finance and so I have also been allocated the responsibility of staff treasurer. I also do the daily, monthly cashing up for both branches as this shows I am trustworthy person who fulfils all responsibilities given to myself.

EDUCATION/QUALIFICATIONS

1
CertHE HEALTH AND SOCIAL CARE LEVEL 4
2022-2023
University of Wales Trinity Saint David (UWTSD)
Present

ACCURACY IN DISPENSING COURSE (ACT)

2018

National Pharmacy Association (NPA)

Passed

NVQ LEVEL 3 DIPLOMA IN PHARMACY SERVICE (QCF)

2017

Edexcel

Passed

NPA UNDERPINNING KNOWLEDGE

2017

National Pharmacy Association (NPA)

Passed

DISPENSING ASSISTANT COURSE

2015

National Pharmacy Association (NPA)

Passed

MEDICINES COUNTER ASSISTANT

2014

National Pharmacy Association (NPA)

Passed

FOUNDATION DEGREE IN INTEGRATED YOUNG CHILDREN AND PEOPLE'S SERVICES

2012

The University of Wolverhampton

Pass

CACHE LEVEL 2 CHILDCARE AND EDUCATION

2009

Walsall College

A*

INTERESTS

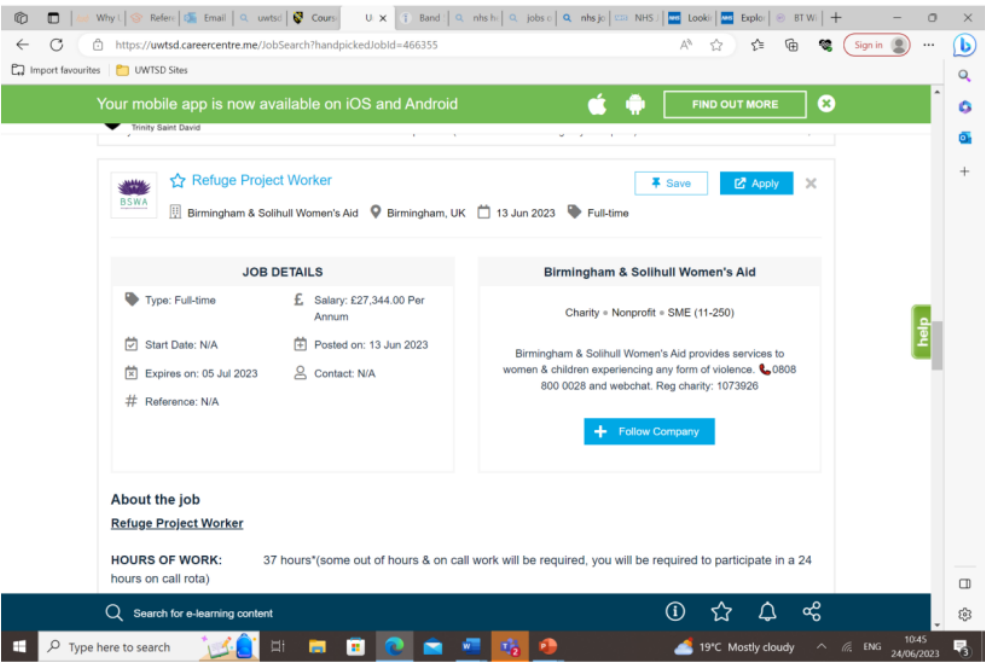
I am a very active individual so by adopting the regime of attending the gym on a regular basis has allowed me to improve my physical performance and efficiency with all tasks. I also enjoy reading a vast array of fictional books and spending time with family and friends.

REFERENCES

Raminder Sidhu
Larvic Pharmacy
Superintendent Pharmacist
Contact Number: 07946602409
Email: raminderssidhu@hotmail.com

Raza Ali
Swanpool Pharmacy
Manager
Contact Number: 07782162751
Email: Swanpool_pharmacy@hotmail.com

TASK 2 of 5 - Job Advertisement and Cover letter



Nabeela Begum
Walsall, West Midlands
07527844465
Nabeela.begum@icloud.com

25 Jun, 2023

Refuge Manager

Management

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Birmingham Solihull Women's Aid

Ryland House 44-48 - Bristol Street Birmingham B5 7AA

Dear Manager.

I am writing in response to your job advertisement if you could please find attached my CV for the job role of a Refuge Project Worker. I am a Accuracy Checking Technician with 9 years of experience. After reading your job posting for a Refuge Project Worker, I knew that I had the necessary skills and qualifications to immediately bring value to Birmingham and Solihull Women's Aid in this position. As a candidate who is experienced in the responsibilities associated with this role, I believe that I will perform effectively and go beyond the expectations listed in the job description.

While working at my previous company as a technician I developed my expertise in communication, problem solving skills and managing. While growing these skills, I stood out due to my timekeeping and hard working nature. My objective is to further apply these abilities as a project manager, while simultaneously learning new capabilities within the area of this role.

After reviewing my personal profile and CV, I hope that you are able to observe my qualifications and my potential as a candidate for this role. I am excited to further elaborate on how my specific skills and professional experiences will benefit your organisation. Please contact me to organise a convenient meeting date and time. If you need any additional information or would like references from my past employers, do not hesitate to get in contact with me. Thank you for your time and consideration.

Yours sincerely

Nabeela Begum

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Task 3 of 5 - PERSONAL DEVELOPMENT PLAN

Personal Development Plan				
Target	How will I achieve this?	Why will this target benefit me?	What will change when I achieved this?	When do I want to meet this target by?
Develop my Lack of confidence skills	By using my strengths such as having a positive attitude and having effective communication with others such as my team workers this will help me to improve my skill.	It will benefit my to process my career in my job role and better myself in front of others without any fear of being scared for example in presentations.	I will be more confident in front of others and it will help me with my progression. I can apply for a better position and believe in myself as I will have achieved this goal.	6 months
To widen my knowledge and experience of leadership skills	By taking part in leadership programmes and courses, also researching by reading leadership books online. Taking part in teamwork activities and being more involved.	This target will help me progress my career into a managerial role and help me with my leadership skills for me to improve my job opportunities for a higher position.	I will have the experience and have the courses and certificates to show my manager. I will feel I have gained the experience of this target and it can improve my career in the future and make me a strong individual.	1 year

6

Personal development does not necessarily imply upward movement; rather, it is about enabling people to improve their performance and reach their full potential at each stage of their career. (Walsh, 2022)

Task 4 of 5 – Reflection Account



(Personal Leadership Coach UK, 2023)

Reflection is important in healthcare, my opinion of this is because it improves continuous skills and practice at work. It also identifies what you are doing well in and how you can improve further goal by setting action plans. I will be reflecting on my SWOT analysis presentation that was presented to my lecturer and I will be applying the Gibbs' Reflective Cycle into my reflection. "It offers a framework for examining experiences, allowing you to learn and plan from things that either went well or didn't go well." (The University of Edinburgh, 2020).

Description

In this module, component one was to prepare a 5 minute SWOT analysis presentation that I had to prepare by myself. I described my strengths, weaknesses, opportunities that were available to me in the health and social setting and minimise any threats that I could improve on using my strengths. Once this was prepared it had to be presented in front of my lecturer.

Feelings

To begin with, before the presentation took place I was very nervous about how I was going to present this without losing confidence. During the presentation, my lecturer made me feel comfortable and told me to go at my own pace. She made me feel relaxed and I started my presentation. As I was presenting slowly, my nerves were going and I thought I can do this and was feeling a little more confident and had more focus on what I was describing and explaining.

Evaluation

I felt the presentation went overall well and while undergoing this I learned new skills. The advantage of working by myself was I got straight into this and as it was my personal development. It was a good way for me to set myself goals and how to achieve the best out myself. I understood how staying focus and motivated, helped me to reduce the stress and help me have a clear mind. I think while I was presenting I got a little nervous and then my words were coming out wrong.

Analysis

I understood that the SWOT analysis was a method for identifying and analysing and how this tool helps develops goals. You can develop a plan of action to help you with your personal and professional development by using a structured form of reflection to help you identify your role in an incident and start to understand how it might have been avoided entirely (Hopkinson, 2020).

Conclusion

To conclude this reflection I felt overall this analysis could be concluded on how important this plan was for me and how it has helped me with my course and future employment. Also how setting goals and having the ability to overcoming my weaknesses is my biggest strength.

Action Plan

The feedback that was given from my lecturer was that she was happy with my overall presentation and the layout of it. The lecturer liked the way I had my reference in my slides. The feedback also gave me points on how I could improve on my presentation skills and what I could have done to improve. I was told how I could have implemented my job role and a future health and social role more into my presentation and how I could have spoken more about this by giving more examples. The feedback given made me feel I did well and how I could improve and learn from this learning.

Task 5 of 5 - Report on Skill learned in the module

In this module I have learned a lot of skills such as effective communication, problem solving, teamwork, coaching and mentoring. I learnt a lot about effective communication and how it is important when working efficiently and professionally within the health and social care setting.

¹ Research has shown that trust is a key emotion that has been found to be relevant in risk related behaviour, so communication strategies should aim to increase levels of trust among the public in order to maintain the credibility of the information provided (Department of Health, 2011).

The learning from this module has helped me improve my knowledge in communications skills. Such as I felt this was one of my strengths but after this learning I have realised there was a lot more to learn than I thought. I learnt about who we communicate with is Health and social care and how that communication commonly happens.

I also learnt the different kind of communication skills such as the three models of communications which were linear, interactive and transactional model. To me this was new and learning these models made me have clear understanding and picture of how to communicate with other professionals and how the small things can make a big difference. This model can also be used with for example, to understand that the healthcare provider and the interaction with patient can be made through these communication models (Cheng, 2015).

This learning has made me study more and will help me improve on this skill to make it a stronger soft skill and strength. This has helped me with the progression of my studies and will help me in the future to use this skill effectively, when I look for a job in the health and social sector. It will also improve my personal day to day life.

This is by wherever you go for example at work, shopping, family or even socialising with people you will be communicating in different ways with others. ⁸ Learning the abilities to exchange information with clarity, empathy, and understanding is a necessary part of becoming an effective communicator in both our professional and personal lives (Coursera, 2023).

This module and the skills taught by my tutor and her teaching has taught me a lot and how I could use these skills to further my education or progression at work within the health and social care setting. Furthermore, using the skills learnt and how to use them correctly has made me feel that I have the skills to achieve the best opportunities for myself in the job role I would want.

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