

PORTFOLIO OF EVIDENCE

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Task: Students will produce a 4,000 portfolio of evidence which demonstrates an understanding of the skills and knowledge which contribute toward working effectively, their readiness for employment, an understanding of personal strengths and areas for further development, as well as establishing their employment goals and develop a personal action plan/development plan.

Introduction

To be ready for employment means having the right skills, attitude, and openness to learn and improve yourself. It is not just about having the right skills and attitude, employees need to be open to wanting to continue learning as that continues to improve their abilities in their field to complete specific tasks (Paadi, 2014, p. 131). This analysis will be fully exploring and elaborating my understanding of the skills and knowledge needed to effectively add to my work. The analysis explains how I have geared myself for work that shows my readiness for employment in the scope of the areas of study that I have experiences in. In the areas that have been explored in the portfolio includes my personal strengths which strengthens my readiness to work and areas that I need more improvement in. There is also a discussion of some weak areas and includes the shortcomings that I have observed over time that could affect my readiness and willingness to work productively. The portfolio is a reflection of my overall willingness and readiness to work with strong employment goals that I want to achieve and personal development action plans that I will seek to position myself to higher effectiveness in my line of work.

Lifeline Exercise and Experience

To strengthen my employability, I have done several studies and work experiences to increase my skill and expertise. First, I attended South Camden Community School. The school has prepared me with basic life skills needed for my work. I did two years and six months at the school before moving to William Ellis Boys School for the next two years and six months. I believe that my first years in secondary school were the most important in my educational pursuit. At secondary school, I learned interpersonal and communication skills which I lacked before. I am now better equipped to interact and help others positively through my interpersonal and communication skills which I gained in secondary school. Also, at the time I was at William Ellis Boys School, between the years 2014 and 2015, I attended a college at Westminster Kingsway one day every week. When I finished the course, I was awarded the Level 1 NVQ Certificate in Performing Engineering Operations. Also was awarded NCFE Level 1 award employability skills certificate. These certificates show my dedication and experience in performing tasks relating to engineering operations which is an area of study which I find interesting. The course helped me with technical skills which I think are important in showing a high level of performance at any position that I am needed to serve in the engineering field. Not only does the certificate shows my expertise but also supports my passion for the field I want to pursue. Also, I got my GCSEs; grade A-C at William Ellis School. Among the areas of my C grades were English and Travel & Tourism. Also received a Distinction in ICT. I believe the two important because English helps my communication skills while the ICT prepares me for the modern workplace due to IT applications been a norm. These skills increase my employability by creating in me the interpersonal and technical knowledge needed for work.

Additionally, I went to City of Westminster College, where I stayed for one year between 2015 and 2016 after secondary school to study travel and tourism. Then, I took a gap year. After my gap year I went to study at the King's Cross Construction College. There, I learned many skills, such as electricity and plumbing work. I think that for an employee to be very prepared for work, they should have a range of skills that relate to their profession. Studying plumbing and electricity helped me to increase my engineering knowledge and other fields. These skills are important because they fit well with other engineering works that I could pursue in the future. My course in travel and tourism got me ready for doing new activities for leisure and business. I now understand how to become a skilful tourism and travel personnel and hope to become a business person in the field in the future. In the travel and tourism course, I also learned skills in people's management. The skills are important in improving my employability as they show my skills in work with others well. Being able to work with others means that I can make a new healthy relationship with my colleagues which comes to be important for many tasks.

Currently, I am studying at the University of Wales Trinity, Saint David. I hope to finish off my one-year course in skills for workplace level 4 and then continue for levels 5 and 6. I hope to use the skills I am currently studying in preparing me for work now and in the future. Among many fundamental skills, I hope to have leadership, business, and interpersonal communication, and other important skills needed to be a good employee. I gained many skills in my previous education, and now going into the new course helps me to improve and become an expert in many fields. Also, it improves my willingness to work by preparing me with the skills needed when managing conflict that I could have when doing my duties.

Also, I have done many things to enhance my work experience. These are soft and hard skills that I have learned from working with various organizations from before. Work experience is important for employees as they show how a person can apply the skills they learned from school. One example of job experience I got was when I worked at Barclays Bank for about two weeks while studying at William Ellis School. I consider it the most important form of experience since it is the one that showed me how to work in a corporate field. I got skilled by always doing my given tasks well and on time. Interacting with people also helped me with some skills of interpersonal relations, which I was bad at before. I now feel ready to interact more with people in a work environment from the work experience I got from my time at Barclays bank.

The other job experience I have is being a waiter which I got after working at the Imperial Hotels for 9 months. This was a part-time job working 6 days a week, 24 hours altogether, with 4 hour shifts each day in different hotels under the same owner. They included the Royal National Hotel, Tavistock Hotel, Bedford Hotel, President Hotel, and Imperial Hotel. Also, my uncle owned a restaurant called Zias in London and I would sometimes work at his business to promote it because he was weak in English. I believe that my training and education in travel and tourism helped me with the skills to work in the restaurant chains. I picked up customer service and public relation skills while serving under the specific needs of the hotels. Also, I learnt that for hotel management customer satisfaction is key because it attracts customers to the hotel's quality of service. The skills I have learned from working at the various hotels shows my employability as I have gained the needed expertise in managing customers and handling the needs of many stakeholders.

Additionally, I have prepared myself well for succeeding well in other areas which I may need from time to time. To be specific, I have worked really hard towards getting my driving license. I already have a provisional driving license as I keep taking lessons and revising the theory and knowledge that I have been able to pick up. Although the knowledge in driving may not directly relate to my many job, I think it is important because it shows my sense of responsibility. Being responsible on the roads from driving myself to work shows that I can do many tasks given by my employer without hesitation. I also think the driving skills are important in improving my flexibility to work and the ability to be on time whenever I am needed by my employer. Also, I think that there are many situations where my ability to driving can be needed. For example, when picking up business documents for the employer. I consider driving as an opportunity to be fully prepared to do my duties. With these skills, I can be of important to my employer and add towards helping them for their business goals.

Skills and Knowledge towards Employability

Skills and knowledge are important to improving people's job opportunities. They include a person's missing link between their education and job. Education sets people up with knowledge to do tasks (Senior, Cubbidge, and Nilsson, 2010, p.94). But a person should move from just having the skills to doing the tasks that includes applying the information learned from in their schooling. People can improve their employability by making sure to not have gaps in their skills. A big range of skills and knowledge is always important for everyone to have a strong set of abilities to show their employers that they can readily do their given tasks.

One skill needed by someone to add to working effectively for their employability is communication. It is one of the most important skills when looking for a job and doing a duty (Suarta, Suwintana, Sudhana, and Hariyanti, 2017, p.340). Communication means a person's ability to pass and receive information, create a good relationship, have a positive and respectful language, and manage conflict. Communication skills are important in today's workplace because it shows a person's ability to have the proper relationships with their employer and colleagues. Employees need to have communication skills to pass information to others and give solid feedback when needed. The choice of words is important in both formal and informal communication settings. In formal communication, it is important to have the business-level language to make and have the attention of others when needed. Informal communication may not be needing specific proper language. But, people have to be mindful of some of the choice of words to avoid in sentences that could make conflict or create arguments. Good communication is important because it makes expectations clear and makes a good and positive work environment. A person needs to show strong and proper communication for job interviews before they enter the workplace. Lack of communication skills cuts chances for getting a job because it shows the employer that the candidate is not a match to their organization, especially when the position needs public and interpersonal relations. Also, communicating strongly shows people's abilities to be a leader that is important in showing team members direction and the ability to persuade them to do their duties.

The second skill needed for employability is teamwork. Teamwork shows a person's abilities to work with others to achieve goals (Suarta, Suwintana, Sudhana, and Hariyanti, 2017, p.341). In many workplaces, teamwork is a must because workers are needed to work with

specific workgroups to perform certain duties. For people to work well in a team, they must be able to add to the group's ideas and contribute to the needed work even during conflict. People with teamwork skills have a higher employability because they can work well with others. This means that with good teamwork the organization's goals will be reached faster due to the tasks being done in an orderly fashion.

Intellectual capacity is the other important skill needed for work employability. Though knowledge from being in school is important because it shows a person's ability to be dedicated to their work, intellectual capability shows that a person has the ability to bring in more creative ideas to the organization's problems (Suarta, Suwintana, Sudhana, and Hariyanti, 2017, p. 338). Creative thinking is important for the typical workplaces. It lets employees to be able to work through many creation new ideas that makes the employer and customers happy and engages. Additionally, having a high intellectual capacity is important for increasing a person's employability because they are able to have chances for promotions from their outstanding abilities for the organization's goals.

A person should have problem-solving and decision-making skills to be good at their work and have good chances of employability. Problem-solving includes having to apply own instincts to come up with solutions that are fit with an organization's morals (Suarta, Suwintana, Sudhana, and Hariyanti, 2017, p.340). On the other hand, decision making includes having to know a range of solutions to a problem and then being able to choose one that delivers the most benefits to the organization. Problem-solving and decision-making skills are important because they create a way for the organization to continue without having to stop. For a person to be good at their work and become more employable, they need to have the skills to discuss

challenges. They should also make correct or proper decisions always when they see a problem that needs to be fixed.

Intra-personal skills are needed to be more employable. Intra-personal skills add to the character of self-discipline, willingness to learn independently, adaptability, flexibility, self-awareness, self-motivation, perseverance, integrity, self-respect, and risk-taking (Suarta, Suwintana, Sudhana, and Hariyanti, 2017, p.340). They relate to the characteristics which have not been gotten through education but have been later gotten over time by the person themselves. An employee needs to have intra-personal skills to fit-in well to the workplace. To be able to learn independently lets a person to increase their skills portfolio and become better at their work. Self-awareness and self-motivation lets people to continue to do their duties and know to make important decisions during when they have some challenges. Having a routine of self-respect and integrity shows an employee's determination to good work and their values of creating a more positive relations between the organization. An employee must know some skills to be employable because an employer would want candidates with a sense of duty and responsibility. Also, being able to risk-take is important for trying out new business opportunities. Someone with risk-taking abilities can be better prepared for success in the workplace because of their ability to know and reach out to new opportunities for better development of their business.

Lastly, people need to have some skills in digital applications to increase their employability. The modern workplace is changing, and that is making technologies and networks to increase (Castells, 2011, p.63). Technology makes work easier and have soon become an important tool for many different types of jobs. Employees that have good technology skills such

are prioritized by their employers because technology helps get the job done faster.

Organizations want employees that can properly use digital databases and other tools for decision making through technology. This is why it is important for employees to expand their digital skills and knowledge to be more successful in the many workplaces.

Self-Evaluation, Tools, and Techniques

To better understand my abilities and skills for work, a self-motivation questionnaire tool, learning styles, Johari's Window, and SWOT model were used. A self-motivation questionnaire lets me understand how I can manage my emotions and behaviour to others. It also rates response to situations that show which things sets me off to properly reach my goals. With the self-motivation questionnaire, I looked to evaluate my response when I am faced with some hard decisions. I used scoring criteria of 1-4. One is the least likely and five is the most likely. Below are the results from the self-motivation questionnaire.

Qualitative aspect	Score
1. I set goals and put the effort to achieve them	10
2. When pursuing my goals, I take maximum risk and plan before making decisions	7
3. I work relatively better in the group than individual tasks	3
4. I am passionate about work, and I take initiatives to build my skills	9
5. In a group, I most often become the leader	2

6. Whenever I suffer a setback, I get stronger and move forward no matter what	9
7. I worry a lot when I do not achieve a goal	6
8. I apply creative thinking whenever I am solving a problem	8
9. My communication skills are outstanding, and my colleagues look up to me to create positive relations with others	5
10. Money is always a motivator, but I always look forward to a positive work environment and relations	8

Also I looked to understand my different learning styles to be able to use my most preferred method of gaining knowledge. With my previous experiences, I learned that I am a visual learner. I know that I get more information from a topic when I am shown visuals. Maps, images, and graphic organizers are some of the tools I like to use when trying to learn more about a topic. I normally do very good in tasks that need me to organize information in some graphics. I also learn very good through reading and writing but there are times where I have trouble I concentrating. So, when there are pictures that show me the information I need to know, I am then able to be better at concentrating.

Additionally, the Johari's window is an important tool for me to understand myself better and how I manage my relationship with others. This tool helps to increase people's self-awareness by show information about themselves that may not be known to them (Saxena,

2015, p.134). With the Johari's model, four areas were considered. Two boxes are things that are known to self, and another two boxes are things that are unknown to self. The boxes below show how I did.

Known to Self	Not known to self
Open area (known to others) 1. Applying leadership skills 2. Risk-taking behavior and passion for goal attainment	Blindspot (known to others) 1. Impatience when a colleague fails to deliver on time 2. I motivate others to achieve a goal
Hidden areas (not known to others) 1. Research a lot before decision making 2. Motivated by positive relations more than money	Unknown (not known to others) 1. Can attain greater communication skills 2. Can become a champion of change at the organization

Also, there was a review of the SWOT model with strengths and weaknesses that I have. The model also showed opportunities for me to have self-improvement and some threats that I could stand in my way when I am trying to achieve a goal. The following is the SWOT analysis of my key strengths, weaknesses, opportunities, and threats:

Strengths 1. I am a go-getter. Whenever I set my eyes on a goal, I always apply the necessary effort to achieve it. 2. I am very productive on individual tasks, and I can perform them with little or no supervision. 3. I do not fear risks; I plan well and apply intuitions to ensure a maximum win.	Weaknesses 1. I avoid group tasks which makes me less effective in teamwork 2. I avoid assuming leadership in my group activities. 3. I rarely communicate effectively. I seek my colleague's help when communicating in a formal environment.
Opportunities 1. To improve interpersonal communication skills by attending more training 2. There is an opportunity to take more responsibility and become a good leader in my group projects 3. Opportunity to exploit my risk-taking behaviour and decision making to become a role model at the organization	Threats 1. The threat of poor performance when working on group tasks 2. Threats of financial losses due to excessive risk-taking behaviour that I possess 3. Threat of poor interpersonal relations due to my lack of proper communication skills

Findings from Evaluation

With the many types of tools and techniques that I could use to develop a better plan for myself, I learned many things about myself. First is that I am very motivated and I shows commitment . According to Kolzow (2014, p.19), organizational commitment includes a range of attributes like willingness to take responsibility, assume risk, and perform duties reaching beyond what was asked. The SWOT analysis shows that I am a person who shows organizational skills because I know when to apply my knowledge and skills during the right times.

Also, I found out that I am more productive when I am working on tasks individually. For organizational members, they should be able to work with both individual and group tasks to add to towards the goals of the organization (Dobre, 2013, p.53). I think that my great abilities to do tasks individually is important so that I can put out more quality content.

From the self-motivation questionnaire I learned that I am good at setting goals and laying plans on how to achieve them. Goal setting is an important aspect of managers because it sets a strategy for the organization (Nieuwenhuizen, Rossouw, and Badenhorst, 2012, p.21). Goals that have a clear plan for its steps have a better chance of being reached. I believe this is an important attribute that I have because it will improve my work.

With all my many positive characteristics, I did find a negative characteristic. I realized that I do know that at times I have behaviour which can negatively affect my work relations. From Johari's model, I am a very impatient person. I think that I can become impatient whenever

I feel that someone is not doing a task that was given to them properly. This could create workplace conflicts and effect how I work with others.

Reflection of the Understanding and Expectations of the Employment World

A reflection of the skills and knowledge about the workplace shows several ways that certain characteristics are needed to find a job. First, employers need employees who have many types of skills. The employees need to have a wide range of skills so in case another lacks in a certain field there can always be other employees covering for them. This brings out teamwork that is very important because it allows employees to share knowledge and skills that are needed to do their duties.

Secondly, the job market is always changing. There are skills and knowledge needed at times and later on not needed are they're replaced by new ones. For example with technology, digital skills are on the rise currently. Organizations are looking for ways to use online networking through social media to increase their brand and communication to their audience. So now, employees with knowledge and skills about technology and social media become prioritized.

Thirdly, the job market is challenging. Many challenges can come from new ways to do some types of jobs or by the rise of competition. Employees need to have problem-solving skills

that lets them to quickly know how to avoid complications before they become a big problem. It can also help when employees are being open to new options rather than traditional ways to solve problems.

Areas for Improvement

I need to work on my interpersonal relations. I have weak communication skills and I can become impatient with colleagues. I think that I need to improve in this area to make me better at getting along with others. If I do not improve, it can affect my career. I can learn from communications coaches that can help me set up a plan on how to control my emotions during stressful situations.

Also, I need to improve on teamwork skills. Because I like doing individual tasks, I can potentially do badly in group tasks. Group tasks are important because they allow everyone to share their ideas and choose the best option from a collection of ideas collective effort. I need to improve my teamwork skills by working more on group tasks. This will let me be more comfortable at working with colleagues.

Action Plan

1. Take initiatives to lead teams
2. Become more proactive with looking for opportunities to work in teams
3. Set goals for communication skills and interpersonal relations
4. Participate in discussions that challenge and reinforce my communication skills
5. Exercise more tolerance by being mindful of others' point of view

SMART Objectives

To work in two more organizations in the next five years so that I can apply knowledge and skills that I have and then be able to strengthen my leadership skills for me to become an excellent professional.

Conclusion

To summarize, workplaces want employees to have a range of skills and knowledge. Some of the important employability skills include communication, teamwork, and intellectual capacity. Also, employees need to have knowledge in technology because the world is relying more on digital technology. I am ready to work for many different types of jobs from my education and work experiences. This let me have the skills and knowledge for success in the workplace. My important strengths include creative thinking, goal-setting, risk-taking, and organization. I need improvement in areas of teamwork, leadership, and interpersonal relations. I

have an action plan which focuses on building my leadership, communication, and relationship-building skills that will help with my career

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