

Title: Personal Development Portfolio

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Assessment: Component 2

Lecture: Anika Tahsin Ahmed

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Introduction

This portfolio includes a range of tasks that support my preparation for a career in the health and social care sectors. It contains my CV and a personal statement based on a chosen job role. This portfolio is based on the selected job role of a care assistant at Caring Care, located in Wolverhampton. This role involves supporting individuals with their daily needs, promoting independence, and ensuring high-quality care in a safe and supportive environment.

The role requires key skills such as communication, teamwork, empathy, and organisational skills. Care assistants must be able to understand the needs of service users and provide appropriate physical and emotional support. According to job advertisements, the role offers a salary of approximately £12.00 per hour, depending on experience and working hours (Indeed, 2026).

I am currently working as a warehouse operative at Tesco, where I have developed transferable skills such as teamwork, communication, time management, and responsibility, which are relevant to health and social care practice. I have also completed a SWOT analysis to identify my strengths and areas for improvement, as well as a Personal Development Plan to outline my future goals. In addition, I used Gibbs' reflective cycle to reflect on my previous assessment. Overall, this portfolio demonstrates my skills, knowledge, and progress towards working in health and social care.

Task 1: Personal CV

Neringa Kairiene

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PROFILE

Motivated and compassionate health and social care student currently studying Level 4 at the University of Wales Trinity Saint David. Passionate about supporting individuals, promoting wellbeing and providing person-centred care. Possesses strong communication and teamwork skills, with a responsible and professional approach to work.

Eager to gain further experience within the health and social care sector and continue developing the knowledge and skills required to provide high-quality care and support.

EDUCATION & QUALIFICATIONS

University of Wales Trinity Saint David - Certificate of Higher Education Health and Social Care – Level 4 (in progress) 2026

Studying Health and Social Care Level 4. Learning about safeguarding, communication, problem-solving, health and wellbeing, and how to support individuals in health and social care settings.

WORK EXPERIENCE

Warehouse Operative/ Tesco Distribution Centre Jan 2026 to Present

Relevant Skills for Health and Social Care

- Working in a fast-paced environment to meet daily targets
- Demonstrating strong teamwork and communication skills with colleagues
- Maintaining high standards of health and safety in the workplace
- Organizing tasks efficiently and managing time effectively
- Supporting team members and contributing to a positive working environment
- Showing reliability, responsibility and attention to detail in all tasks

- Developing transferable skills relevant to health and social care, including communication, teamwork and organisation

ADDITIONAL INFORMATION

KEY SKILLS

- Communication – able to communicate effectively with service users, families and others in health and social care settings
- Teamwork – able to work collaboratively with colleagues to provide a safe and supportive care environment
- Empathy and compassion – understanding the needs of individuals and providing respectful person-centered support
- Problem-solving – able to identify challenges and respond appropriately in care situations.
- Time management – organizing tasks effectively to ensure individuals receive appropriate and timely support

INTERESTS

- Health and wellbeing
- Helping and supporting others
- Learning about health and social care
- Personal development and gaining new skills

REFERENCES

Anika Tahsin Ahmed

Lecturer - University of Wales Trinity Saint David

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Steven Francis

Warehouse Manager - Tesco Distribution Centre

Email: S.FrancisTesco@gmail.com

Task 2 – Personal statement

I am currently studying Health and Social Care at Level 4 at the University of Wales Trinity Saint David. I chose this course because I am interested in helping people and improving their wellbeing. My goal is to work in the health and social care sector, where I can support individuals and make a positive difference in their daily lives.

During my studies, I have learned about important topics such as safeguarding, communication, person-centred care, and health and wellbeing. This has helped me understand how important it is to treat people with respect and dignity, while also supporting their independence. I have also improved my problem-solving skills and learned how to deal with different situations in a calm and appropriate way.

I am currently working as a warehouse operative the Tesco Distribution Centre. Even though this role is not directly related to health and social care, it has helped me develop useful skills. I work in a busy environment where teamwork and communication are very important. I regularly work with others to complete tasks and meet targets. This has helped me become more responsible, organised, and reliable.

I believe my strengths are good communication, patience, and a positive attitude. I am a good listener, and I try to understand other people's needs. I am also friendly and respectful, which I think is important when working with individuals who may need support. I am always willing to learn and improve myself.

I would be a valuable employee because I am hard-working, motivated, and committed to developing my skills. I am interested in gaining more experience in health and social care and learning how to provide better support to individuals. I am confident that I can work well as part of a team and contribute positively.

Overall, I am excited to continue my journey in health and social care and work towards a career where I can help others and make a difference.

Task 3: SWOT analysis + PDP

SWOT analysis is a tool used to identify strengths, weaknesses, opportunities, and threats. It helps to understand personal skills and areas for improvement. It is useful for planning future development in a chosen career.

A care assistant supports individuals with their daily needs, including personal care, communication, and promoting independence. This role requires good communication skills, patience, empathy, and the ability to work as part of a team. It is important to provide person-centred care and ensure the wellbeing and safety of individuals.

Strengths

One of my main strengths is my communication skills. I am able to listen carefully and speak clearly with others, which is very important in health and social care. I am also a patient and empathetic person, and I try to understand other people's needs and feelings. In addition, I am reliable and responsible, which I have developed through my current job at Tesco. I am also a good team player and can work well with others.

Weaknesses

One of my weaknesses is that I do not yet have direct experience in a health and social care role. I am still learning and developing my practical skills. I sometimes lack confidence in new situations, especially when I am unsure of myself. However, I am working on improving this by participating more in class and gaining knowledge through my studies.

Opportunities

There are many opportunities for me to develop my skills and gain experience. My course provides me with important knowledge and understanding of health and social care. I also have the opportunity to learn from tutors and classmates. In the future, I plan to apply for roles such as a care assistant to gain practical experience. Training and further education will also help me improve and progress in this field.

Threats

One of the main threats is the high level of competition for jobs in health and social care. Other candidates may have more experience than me. Another challenge could be balancing work and studies at the same time. In addition, working in health and social care can be emotionally demanding, which can be challenging at times. However, I am willing to work hard and develop coping skills to manage these challenges.

PDP (Personal Development Plan)

Goals	List the actions to complete to achieve the goal	Support/resources needed	Target date	Review date
Improve my communication skills with patients and colleagues	Practise active listening during interactions. Participate in class discussion and group work.	Support and guidance from a tutor. Feedback from colleagues and peers. University materials (lecture, Moodle).	1st July 2026 (4 months)	1st August 2026
Improve knowledge and understanding of health and social care	Study course materials regularly. Read additional resources such as NHS guidelines. Apply theoretical knowledge in practical situations.	NHS guidelines. Youtube videos.	1st August 2026 (5 months)	1st September 2026
Develop professional and transferable skills for health and social care	Improve teamwork and communication skills in the workplace. Manage time effectively and meet responsibilities. Reflect on work experience and identify areas for improvement.	Work experience (Tesco Distribution Centre). Support from colleagues and management. Tutor feedback.	1st December 2026 (9 months)	1st January 2027

This Personal Development Plan (PDP) outlines my goals for improving my skills and knowledge in health and social care. It includes specific actions, support and resources, and target dates to help me achieve my goals and track my progress. This plan will help me develop my communication, knowledge, and professional skills for a future role in health and social care.

Task 4: Presentation Reflection (Gibbs-Model)

My Component 1 presentation for the LCHS4009 module is reflected upon using Gibbs' reflective cycle. Gibbs' reflective cycle is a structured model developed by Graham Gibbs, consisting of six stages: description, feelings, evaluation, analysis, conclusion, and action plan (Gibbs, 1988). This model helps individuals reflect on experiences in a structured way and identify areas for improvement, which is important in health and social care practice.

My presentation focused on problem-solving within health and social care. The aim was to demonstrate how professionals can identify problems, analyse causes, and apply appropriate strategies to improve outcomes for service users. I used a fishbone diagram to visually show the different factors contributing to a problem and to present a structured approach. The presentation was delivered to my lecturer and recorded on camera. After completing it, I received feedback. A key strength was the use of the fishbone diagram, which made the content clear. However, it was noted that I did not maintain enough eye contact with the camera.

Before presenting, I felt nervous as I wanted to do well. Although I had prepared my slides, I still felt anxious while recording. This made me focus more on my notes instead of engaging with the camera. After receiving feedback, I felt slightly disappointed about my lack of eye contact, but also pleased that my use of the fishbone diagram was recognised as a strength.

In terms of evaluation, the main strength of my presentation was the use of the fishbone diagram. It helped explain problem solving in a clear and structured way and demonstrated my ability to apply analytical thinking. However, my main weakness was limited eye contact. Even in recorded presentations, eye contact with the camera is important for engagement and confidence. My lack of eye contact may have made my presentation seem less confident and reduced its effectiveness.

This experience shows that effective communication involves both content and delivery. In health and social care, professionals must communicate clearly and confidently in different situations. While I was able to organise my content and use appropriate tools, I need to improve my confidence and non-verbal communication. My nervousness affected my performance, as I focused more on remembering information than engaging with the audience.

In conclusion, my presentation demonstrated a strength in the use of the fishbone diagram, which supported a clear explanation of problem solving. However, I need to improve my eye contact to communicate more confidently. Overall, this was a valuable learning experience that helped me identify both strengths and areas for development.

For future presentations, I will practise recording myself to build confidence. I will use shorter notes to avoid reading and help maintain eye contact. I will also rehearse more to improve fluency. Finally, I will focus on eye contact and body language to engage more effectively. These steps will help me become a more confident presenter.

Conclusion

In conclusion, this portfolio has supported my understanding of professional development within health and social care. Through completing the CV, personal statement, SWOT analysis, PDP, and reflection, I have identified my strengths and areas for improvement. Overall, this has enhanced my skills, confidence, and readiness for future professional practice.

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