

Programme: CertHE Skills for the Workplace

Module: Academic and Employability Skills

Module code: BMSW4001

Assignment Title: ACE Practical Portfolio

Task 1 and Task 2

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Task 1: Individual Presentation

Programme: CerHE Skills for the Workplace
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Group: 3

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Introduction

INTRODUCTION

- ❖ This presentation will be discussing the necessary skills needed for setting up a cleaning business
- ❖ A SWOT analysis will be taking place to evaluate personal skills
- ❖ Along with that, a SMART plan and a PDP (personal development plan) will also be presented.

Future Career

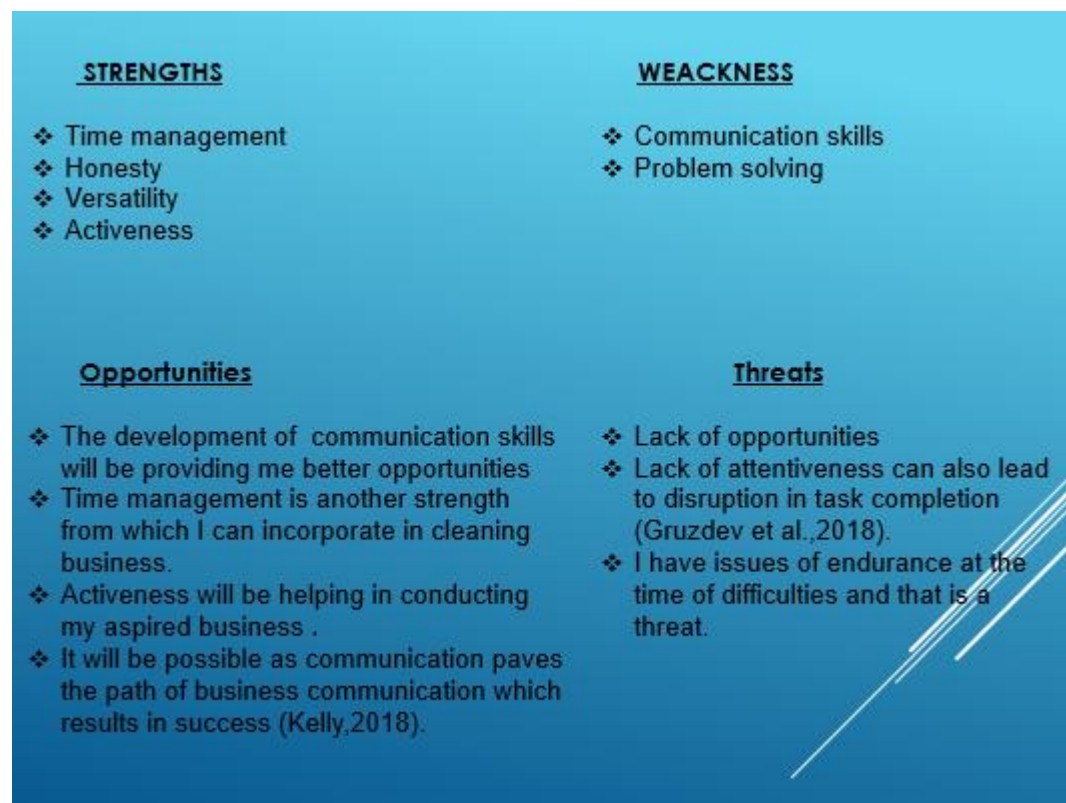


CLEANING BUSINESS

Skills needed for setting up a cleaning business



Personal SWOT analysis



SMART plan

SMART PLAN

Goals	Specific	Measurable	Attainable	Relevant	Time bound
❖ Communication skill	I need to develop my communication skill	It can be measured by feedback of tutors or peers	By attending classes and practicing it can be attained	Completely relevant in cleaning business to deal with clients	Can be attained within 6 months
❖ Problem-solving skill	I need to develop my problem-solving skill	Can be measured by trying to resolve issues	Can be attained by adhering to patience	Relevant to solve client's issues	Can be attained within 3 months

Table 1: SMART Action Plan

(Source: Developed by the Author)

Professional development plan

PROFESSIONAL DEVELOPMENT PLAN

Skills to be developed	Activities for development	Needed support	Target Time
❖ Communication skill	❖ I will be attending classes from tutors to develop communication skill	❖ Feedback of the tutor and peers are needed and also their support is needed to practice	❖ Around 6 months
❖ Problem solving skills	❖ I will be taking the responsibility to solve issues involving in difficult circumstances for the development purpose	❖ Support of my peers and teammates are necessary to enhance my confidence at that time.	❖ Around 3 months

Table 3: Professional Development Plan

(Source: Developed by the Author)

Conclusion

CONCLUSION

- ❖ To conclude it can be said development is necessary for conducting business
- ❖ Therefore, I need to develop my weaknesses and threats as soon as possible
- ❖ The presentation have presented all the issues properly
- ❖ For conducting cleaning business in future, I need to concentrate on the development aspects

References

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REFERENCES

Task 2 Report:

Write an appropriate structured academic report where you reflect on your learning in this module, using a recognised model of reflection. Discuss four topics in your work: three chosen from the list below showing you have understood them and reflect on how useful they have been to you, taken into consideration what you already knew, what you learnt in the sessions and any learnings you undertook outside the classroom. Topic four must be public speaking and giving presentations, containing your personal reflection on the individual presentation you delivered in week 9.

Introduction

The present study will discuss the meaning and significance of the management of time. The report will address and analyse the method of Eisenhower for the ways to manage time in an effective way. Task two of the study has shed light on the importance of reflection and has explained it with the help of Gibbs's reflective cycle. The report will emphasise understanding academic writing and how it is beneficial for the growth and expansion of the concerned business organisation. The study will end with a discussion of public speaking concerning the relevant details of the presentation.

Topic 1: Time Management

Time management can be defined as a process within which an individual divides their time within the activities or tasks that they need to execute on a regular basis. Thus, at large the management of time effectively within the activities or tasks can be called time management (Morris, 2018). There are many perks and importance of time management and that is: good time management helps in increasing the productivity of an individual, on the other hand, it helps an individual to execute huge amounts of tasks within a short period of time. The more one practises time management the more skill is enhanced and the individual starts gathering and executing more tasks within the same stipulated time period, which means the capability of an individual increases with the practice of time management. Along with the enhanced capability, one becomes able to achieve their goals within a very short period of time (Mankar, 2021). On the other hand, it helps in reducing the level of stress of an individual as they become able to execute the activities timely. A better work-life balance is another benefit of

becoming good at time management skills as they can easily manage the activities altogether. In this particular section, the “Eisenhower method” can be defined as a task management matrix that helps an individual to organise their tasks in a suitable way so that they can easily execute those tasks within the stipulated time frame rather within a very short time. The reason behind discussing these techniques is that the particular model is going to be used in this section as a model of task and time management for the student. I will be using this model for conducting a task box with proper division of time and work (Dimitrova and Mancheva-Ali, 2018).

Do the first	Schedule
In this quadrant of the model, I have been able to allocate the tasks that are needed to be done in the first place hence, in this way I have made the use of the Eisenhower method for the prioritising of the tasks that are more important and needs to be done in the same day.	Again, I have been able to schedule some of the tasks that have been not very urgent and important; hence, these tasks have been scheduled for later which allowed me to focus on the important ones.
Delegate	Do not do
After that, I have been able to make use of delegation and delegated the tasks that have been important however, there have been options available for those tasks can be done later or by someone else.	Lastly, in this quadrant there have been those tasks that have been neither urgent nor significant; hence, I opted to not do them at all for that particular period of time which made me focus on other tasks that are highly urgent and more significant.

Topic 2: Reflection

Reflection can be defined as a process that helps in exploring and making a necessary examination of oneself and gaining perspectives, attributes, actions, experiences and lastly interactions (Papavlasopoulou *et al.*, 2019). Reflection refers to a situation where the writer expresses his viewpoints on the concerned topic and makes significant consideration of how their own experiences are likely to influence their response. This helps the concerned writer to gain knowledge about them and be effective in communicating a better final product. Writing reflections is significant as it creates chances for taking a bird's-eye view. Reflection has

helped me to gain insight and understand how to move forward. Reflection is generally conducted based on writing that helps in making allowance for probing reflection and ensuring the development of the more thoughtfully (Pool, 2018).

Gibbs' Reflective Cycle

Description

The reflection has helped me to evaluate my strengths and weaknesses. This as a result has been significant for understanding and identifying which areas need immediate attention and improvement. With the model, I have been successful in acknowledging tacit knowledge. The Gibbs cycle has ensured I identify the gaps in my knowledge about operating a business.

Feelings

The Gibbs model has encouraged me to develop my career growth and understand the business strategies to be effective in sustaining the business in the available markets. Reflective writing has helped me to develop my skills and be capable of reviewing their effectiveness. It has ensured me to question and have clarity about my approach and understand why I'm pursuing it. It has guided me to decide whether the adopted approach is better and more efficient than the one adopted last time.

Evaluation

The Gibbs cycle has brought significant attention to the surface of both rhetorical as well as the process of writing. These decisions have helped me to focus and emphasise the subsequent revision as well as learning. My conceptual understanding of mine within the specified field of business management has broadened. Furthermore, now I have adequate knowledge about the different trends that need to be taken into consideration before starting a business.

Analysis

Reflective writing for me has served multiple purposes. The reflection has created several opportunities for me to explore and gain interest in new things. It has enabled me to work hard and depend on the adapted component skills that I exhibit in recent times.

Conclusion

With the adoption and implementation of reflective writing, I have been effective in gaining a better understanding of the study of business management. Reflection has enabled me to review my progress and how far I will be successful in putting my knowledge into practice.

Action plan

I possess good skills in expressing myself and I write up to the expectations of my professors. However, there are certain drawbacks that I face while engaging in reflective writing. I need to work on my attentive skills and pay attention to minute details that are essential for managing and operating my business practices. I need to stay patient and think before answering or solving critical problems. I can improve by responding appropriately and appreciating the feedback of others.

Topic 3: Academic Writing

Academic writing can be referred to as the tool for communication that helps in conveying the knowledge that is acquired in the specified field of academics (Diao *et al.*, 2019). Writing academically has been beneficial for me as it has helped me to analyse, convey necessary understanding, and involve in critical thinking. Academic writing has ensured me to focus and emphasise the techniques and styles that are significant for improving the strategies that are in business practices. Academic writing is essential for being successful in developing strong skills in writing (Murray, 2019). With practice, I have been effective in acquiring good skills in writing. Writing serves as the primary way that helps business organisations to get involved in collaboration work with others. Well-written proposals are significant for leading to more revenue and memos and reports that are clearly written result in having deeper insights (Hong and Hoban, 2022). Clever materials of marketing are significant for boosting the reputation of the marketplace. For the growth of market shares, it is important that the individual is analytical and knowledgeable as academic writing demands individuals to stay focused and think deeply about the concerned topic (Micheli *et al.*, 2019). Academic writing has helped me to stay persistent and develop creative ideas. Academic writing has improved my level of focus and has enabled me to discover the power associated with writing. For motivation, I wish to make appropriate use of Maslow's Hierarchy of Needs. The model is essential for identifying the needs of the employees and working as per their requirements. The model will further help me in assessing the needs of the client and implementing new strategies to attract more customers. Further, I plan to make appropriate use of Herzberg's two-factor theory to address the specific goals and objectives of the business organisation. The needs and the goals of the company are likely to align when the employees are dedicated and deliver their best performance as per the expectations of the business organisation (Maro *et al.*, 2020).

Topic 4: Public Speaking and discussion about Presentation

The designed presentation has been focused on the evaluation of the academic as well as skills of employability for which tools such as Personal SWOT, SMART plan and Personal

Development Plan or PDP have been used. In the presentation, I have been able to display the various skills that are needed in academics as well as the employability of an individual which has been done via the use of the said tools. At first, I made my focus on the establishment of the meaning of small business and the various aspects associated with the cleaning of the small business such as fumigation, controlling of pests and various other aspects of cleaning. Moreover, I have been also able to provide an array of skills that are needed for the cleaning of business such as management of time, honesty, activeness, and versatility. These skills have been quite basic for the cleaning of the business and allow one to perform their duties in a proper or appropriate manner via the means of the establishment of trust and honesty. After that, I conducted a Personal SWOT analysis that has allowed me to understand strengths, weaknesses, opportunities for development and threats. From the analysis, I came to know that time management; honesty and versatility have been my major strengths which have allowed me to perform the role of a cleaner effectively. However, there have been some serious weaknesses discovered as well that have been acting as a hurdle in my personal development. Skills of communication and problem solving have been lacking which has been a reason that can affect me in my role as a cleaner. Therefore, I am needed to develop these skills to improve the level of cleaning service given by me. Not forgetting the fact that there are always options for development as well, hence, I have a lot of opportunities underlying that I can avail myself to develop. The biggest opportunity that has been found by me is the development of my skills of communication. Hence, with the development of my communication skills, I will be able to enhance myself widely. Furthermore, there have been threats which as well are due to the outbreak of COVID-19 which has depleted various opportunities for me as well. The lack of attentiveness has been a threat as well. Endurance has been a considerable threat as well which needs to be eradicated. Furthermore, to mitigate the discussed weaknesses and threats I have made use of the SMART plan and Personal Development Plan that has been found to be quite useful for me. These plans are focused on the upliftment or development of my skills of communication and problem solving which will allow me to enhance mine widely in the role of cleaning business. Overall, the presentation has been focused on the identification of the skills that are needed in the role of a cleaner which has helped me to align my skills with that leading me to understand my skills and bring methods to develop

Conclusion

The study has made a detailed analysis of different ways that can be adopted to manage time in an effective manner. The significance of reflection and academics writing has been discussed and taken into consideration. The details provided in the presentation have been critically evaluated and addressed in the study. The SMART plan and Personal Development

Plan have been analysed in the report to gain understanding of the relative strength and weaknesses.

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