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Introduction

This portfolio is based on my employability and personal development skills achieved through going back to education. The importance of why all these skills are needed, it will show evidence and understanding of skills and knowledge which I already have, aim to achieve and will be continuing to improve for future employment and career choices. I have learned new strategies for personal reflection and career development planning, which has given me more confidence and competence as an effective student. I will demonstrate readiness for employment and personal advancement through an understanding and demonstrating my personal strengths and areas for further development. I will set employment goals and develop a personal action plan for my future. As mentioned by Maund, Schriek, Tinkler (2017 p282) "That the average person will have a number of jobs in his/her life which will give them the chance to grow, develop and find your perfect fit."

Analysing what I am learning and need to improve on.

I intend on learning about new IT skills and Morden software. It is vital for me to learn and improve these skills so that I will be able to seek new opportunity and impress future employers. According to Maund, Schriek, Tinkler (2017 p357) is that "The problem is knowing where to start, or even getting started."

When entering the world of employment unique skills are needed, without them employment will be difficult, there are many reasons why companies require certain skills for example team working skills is needed. When a company is facing new threats/problems then a group of people will gather together and share their knowledge and ideas to find a creative and effective way to solve the issue. Another example would be the value of Punctuality why it is needed. If employees or even students arrive late, they will miss out on important information and opportunity's which will set them back, therefore they will have to attain that information that they missed in their own time; these actions are not good for anyone, as time is wasted on both sides.

I have been improving ways of creative thinking, listening and understanding ideas and opinions from different people. Challenging myself to see their perspectives, I am learning not to limit the possibilities of different solutions individuals can identify. This is a beneficial skill to have, I view myself as a creative thinker, capable to change and adapt to new situations as and when needed, I would describe myself as someone who is highly organised, able to balance a range of different demands, skilled at getting tasks/targets done on time, they are important skills to have, as It will open different employment opportunity when I am ready and qualified to apply for jobs.

Throughout education, employment and life experiences I was able to learn and attain different skills. Specific skills I already had, and have had the chance on improving, while others I did not have but gained through experiences and learning . The main skills which were improved/ learned through attending this university are digital skills, academically writing, presentations in front of large groups, and learning how to register information through reading instructions e.g. Moodle.

I have been monitoring my strengths, weakness and have been challenging ways to improve and apply them to my day to day life which will allow me to better myself and make me ready for employment. By understanding and learning about theories and tools, I was able to highlight what my strengths and weakness are. I will be evaluating and analysing my previous employment history, what level of education and qualifications I have and can try to gain. I will be taking about how the theories, tools and analysis have helped me organise important decision-making plans for myself, set targets, and dates to act upon, manage time, select what is important and what is least important for better organisation skills. My goal is to accomplish a new career in the health and social sector as I am very passionate and find interest in this field. For me to be employable in this area, it will be best that I complete the full three-year degree, achieve more work experience and knowledge in this sector. According to Maund, Schriek, Tinkler (2017 p364) "some skills are developed and are progressed through practice even when not particularly conscious."

Reflecting on what is important in a presentation performance

Presentation in class

When I was giving the task in presenting a presentation in class, there were many stages which I needed to consider in and make sure they were added to the presentation. I divided them into four categories which are Confidence, body language, interact with audience and lastly practice. Applying these for aspects should result in a well organised, believable presentation to present to an audience and complete my task. This also is an opportunity for me to practice and improve this skill of mine that I already have.

1. Confidence

Without confidence people may not believe in what I am speaking about or what I am selling. In this task it was a chance to show off my confidence and get marked on it, be corrected and improve performance. I have little doubts, such as whether the audience will like me or not. The sound of my voice what tone I should be using, how much volume to use in my voice. Doing the mock test in class and practising my focus on the product that I need to present should shift away from the negative thoughts. I am diverting my thoughts more in believing in the product that I am selling and completing my task. Once I start, I will aim to deliver in confident, speak, adapt and deliverer in the style responded from the audience is reacting.

2. Body language

This aspect is needed in all presentation, as it is a physical vision to the audience that you are interacting with them, this will allow them to see, feel more involved and connected with you and the product you are presenting. Making eye contact, showing correct posture will be important in performing in this presentation. Having all the skills will result in the audience believing in you and your product.

3. Interacting with the audience

This is an important part of the presentation, if the audience do not get a chance to do this, they may have doubts therefor the question and answer session will clear this. Building and presenting in a friendly style will allow the audience to stay focused. One of the best ways to get your audience to stay focused is to make them feel like they're a part of your presentation. Few simple tricks you can do to get your audience to participate in your presentation, making it more relatable to life. Break the ice remove the awkwardness, this will make the atmosphere in the room much better.

4. Practise

Practise makes perfection, by constantly practising you will identify your weak points and will have the chance to focus and improve on it. Practising will also allow u to remember lines by heart, therefor you will not have to go back to your notes many times and looks more professional. Planning, timing and organising is crucial in presentations. If you are going to have a questions and answer session, then this must be planned in coordination when it is appropriate, which time frame

you will allow this to take place. The more we practise and are organised it will show in our performance, productivity, professionalism and believable which should lead to success in task.

SWOT Analysis

strengths

What do I do well? What do others see as my strengths? What unique resources can I draw on?

I am a motivated, enthusiastic individual who is very punctual and have delivered high standard of customer care. I can communicate effectively at all levels and have provided multilingual services. From previous employments education and life experiences I have skills as follows -

- Very Confident individual
- Patient
- Able to adjust to any professional environment
- Trust and self-belief
- Organising and balancing personal life and university
- Very punctual- time managing skilled
- Stock control
- Dealing with customer enquires
- Handled cash and card payments
- Handling customer complaints
- Dealing with day to day banking queries
- Selling and promoting products
- Setting up customer accounts
- Achieving targets
- Handling patient's medication
- Logging a diary of patient progress each day
- Assisting with personal care
- Preparing patients foods
- Ten years of personal experience and understanding of -
- ADHA, autism, learning difficulties, challenging behaviour and some knowledge in medication
- First aid training
- Inserting NG tube and how to feed manually and using machine



Weakness

What can I improve? Where do I have fewer recourses than others? What are others likely to see as my weakness?

From my early years I have always struggled with my spellings and punctuation skills and continue to do so. I sometimes miss understand situations and have taken matters personally. For the past ten years I have been out of employment due to my children's special needs. From previous employment and ongoing education, I have identified my weak factors which are –

- I do not proof read my work

- lack knowledge and understanding in how to use punctuation
- Still struggling with spellings
- Need to learn and improve using excel, PowerPoint, word, spread sheets and OneDrive
- Emotionally and mentally weak
- Lack in physical energy-always tired
- Sudden absents in education due to children's special need
- Not able to register certain information when reading
- Learn how to deal with stress
- Learn how to confront issues

Opportunities

What opportunity are open to me? What Trends could I take advantages of? How can I turn my strengths into opportunities?

I have been giving the opportunity to go back to education this has been a dream come true as I have been out of employment due to having two children with special and medical needs. I have identified the opportunities that have now opened for myself which are the following –

- Back to education in Barking & Dagenham college and university of wales Trinity Saint David
- Children are older and have improved in health
- Evidence of strength, knowledge, experiences and hard work on paper
- To be employed in desirable work place
- Earn a better income
- Socialise and meet new and more people
- Will be more educated
- Practice to be professional
- Learn through making mistakes and being corrected
- Learn new ways to store energy for myself e.g. stay fit, vitamin supplements
- Learn about emotional/mental issues how to manage them

Threats – Barriers

What threats could harm me? What are my competitions doing? What do my weakness expose me to ?

My barriers are the medical needs, challenging behaviour and attention my children need from me. I have also been out of work for ten years, here are a list of threats that are my barriers –

- Ten years of unemployment
- Lack of professional experience
- Not able to do full time jobs
- Timing/absent – could be called any time out of class or work for children's needs
- Frightened to know the truth about e.g. emotional/mental state do not want to face them

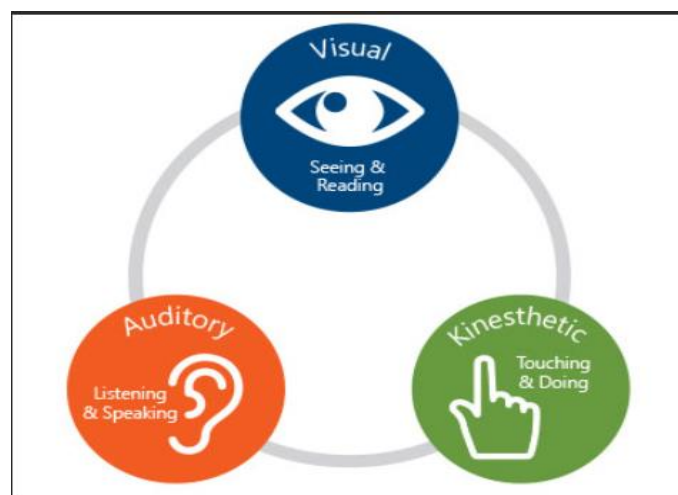
From using this analysis, I can visually see that I have a lot of skills to offer employers. I have also found few solutions for my weakness and threats e.g. I get friends and family to proof read my work,

also went to doctors and found the reasons for my lack of physical energy, they prescribed me with medication therefor feeling much stronger.

VAK Learning styles Self-Assessment Questionnaire

According to Maund, Schriek, Tinkler (2017 p337) “Before you look at recourses that will identify in what way you learn, it is worth in reviewing how you learn more and think about your personal learning styles.

Visual Auditory Kinaesthetic is a test where I have had the chance to understand the best way I learn. Some of us may find that we may have a blend of two or more styles. Once we have identified our learning styles, we need to understand the explanation and consider learning and developing these styles that meets our preference. From doing this test in class the result showed that I have an Auditory learning style, which is when a person learns through listening and speaking as a main way of learning. I would benefit from actions such as, talking through with someone and asking questions as well as listening to audio recordings to recall information. I need to put what you have learned into practice for the information to be understood in my style. Now that I have learnt what style I fit in, I will be using it in planning and preparing for my academic assignments e.g. talk more with colleges and lectures if unsure to get a clear understanding.



Reflecting on previous Employment: Using Gibbs method.

Description-In my previous job I had the role as a customer service advisor for Lloyds TSB Bank. In my job time keeping was very important, I would have to sign in and out of the system exactly on time therefore being paid would not be an issue. Dealing with customers on the phone and providing their day to day banking needs was my job, but not every call was easy or nice to deal with. Although I was aware, I would have different and some difficult customers I believe we were not trained enough on how to handle these hard calls. As on my first day going on a live call, I encountered a very rude and angry customer, who had attacked me verbally and made personal comments for what was going on in his account.

Feelings- When experiencing my first problematic call I was shocked at how nasty and personal customers can get which I was not told about or made aware of in training. As this was happening, I did not know how to respond in the professional manner as we were told about the company policy of "the customer is always right." I was called "stupid" I wasn't sure how to respond and stayed quite while this customer had a good few minutes saying horrible words to me about his bank account which was no fault of mine. After that call I went to speak to my team leader about this incident. She suggested that when I am experiencing this sort of call, I should make the customer aware that I will not tolerate this sort of behaviour and if they continue, I will end the call.

Evaluation-The incident was extremely shocking and upsetting as I did not expect it to be personal. I regret not sticking up for my rights. However, I am pleased that my team leader told me how to handle it in a very easy and efficient manner. I have also understood from this experience how the customer's words can affect me mentally and emotionally. In order to safeguard my wellbeing I will be acting assertively with the customers.

Analysing- When I look back at the scenario, I feel that this could have been prevented, had I had been trained accordingly I would have been ready to speak and address the situation correctly myself there and then. It would have saved me from getting upset and hurt, I also could have had better results in helping the customer.

Conclusion-Looking back on this incident, I can see that I should have asked the customer to stop abusing me verbally, and that by doing this won't help resolve any of his problem. I can now see that my inaction may have caused the customer to believe I do not care which may have caused more frustration at his end. After my discussion with my team leader I recognised I need to develop confidence to challenge my customers, putting my wellbeing first.

Action Plan-

In future, I will aim to use my knowledge of what is acceptable and what is not acceptable from any customers. I will ask my team leaders questions of the worst-case scenario and how to resolve it in advance.

Recruitment Process

Finding employers to work for an organisation or company is about narrowing down to the right person for that specific job. When recruiting, many things must be taken into consideration and requires a lot of skills and analyse. I will be giving a brief summary about selecting and recruiting an appropriate candidate from an employer's perspective. There are certain steps that need to follow when selecting the right candidate for a job:

- ② Planning the recruitment campaign
- ② Defining Requirements
- ② Attracting candidates
- ② Selecting the right candidates

The Planning Process.

The first process that should be taken is Job Analysis. Carefully identifying the vacancy and evaluate the needs of the job role. Give a good description of the job and clearly explain the responsibility it will involve and whether there will be training available or the candidate must have experience. For example, if you are looking for an experienced manager, you should always mention that you would want Previous Experience Required on applications, or Candidate must have at least four years' experience/no experience required as training will be provided.

Salary should always be mentioned in the application, e.g. Starting at £50,000 per annum as this will attract the candidates. Employer should not discriminate and welcome all appropriate applications. Women and individuals with disabilities or religious back ground should not affected. As an employer, the Protected Characteristics should be implemented. They are an age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion, belief and sex. There are also laws that prevent discrimination and equal and fair rights for applying to a job.

Being a Chef is a very high level and skill full job, therefor employer can advertise the job in top newspapers such as The Guardian or if it is a small local company, a local newspaper. Most job applications are now found more online. Advertisement is most popular on the web. There are specific online websites that only advertise jobs e.g. Totalljobs.co.uk or even the Gov.co.uk. In some cases, the employer may welcome employees already within the company as they will have necessary knowledge and experience of the company/organisation already. This will give them a perfect opportunity to grow and climb the ladder.

Second process of recruitment from an employer's perspective is the advertisement. I will prepare a recruitment job description from an employer's perspective. I will be putting together a job description, a personal specification and looking at and receiving CV's. I will use an example of a restaurant Head Chef, which we practised in class.

Job Description – Head Chef - gastro pub – £27 to 35k dependent on experience

The Top Stop Pub in Barking is a charming country pub & restaurant situated in the heart of rural area of Barking. If you love cooking and have a passion for food, then this is the opportunity for you to join our successful business. Be part of our fully refurbished, contemporary bar area that offers our brand-new All-Day Menu. Or why not find out why the Top Stop Pub is known for quality food by booking a table and experiencing it yourself.

We are looking for an experienced Head Chef to run the kitchen.

The ideal Head Chef will have:

- Experience as a Head Chef in a similar style of gastro pub or equivalent restaurant
- Happy managing all kitchen duties
- Fresh food background
- Creative ideas for the menus
- Be looking for somewhere you can make your mark

Great opportunity for a Head Chef to join a lovely pub and restaurant.

What's in it for you?

- Company Discount
- Meals whilst on duty
- Training and Development

Package

- £27000 £35000 DOE
- Live in accommodation possibly

What's involved?

As the new Head chef, your expected duties would be to control the kitchen, have great food knowledge and a competent understanding of GP and stock management. Working alongside the owner you will be tasked with creating a seasonal menu, using the fresh local produce. Being able to drive would be preferred.

Sound like the role for you?

Please get in touch with an up to date CV and contact number for all the details on this head chef role.

Short listings

After receiving all applications, our panels will shortlist the top applicants and we will call them each for an interview. We will see who has got the desirable qualities also, there will be a small test before they fill in the application forms. If anyone fails, they will automatically be unable to fill in the form to go forward.

The Interview

We will have three judges to give the candidate a score. The top candidate will proceed into the next stage, where we ask them ten questions and analyse how they answer. We will also look at other things such as how they are dressed, how they behave and how much knowledge they really have about food. Next the top candidates will have to prep a quick meal for three to taste as any Chef would. We will judge how they work under pressure, show team work skills and individually complete their tasks set. We will see how they react to certain situations and how well they can use their skills to succeed and keep calm when under pressure. After completing all these stages, we will fairly decide on the right candidate for the job. We will write a letter to the candidate and offer the job, or we can call the candidate for an induction day and give further training on health and safety and other routine tasks.

Assessing the candidate

After the interview there will be a probation period of six weeks. Upon completing the six weeks the manager will keep an eye on the Chef making sure all the protocols and the correct health and safety rules are applied. Due to the candidate working in a busy environment there will be points on how they treat other people in the work environment also how to work under pressure. At the end of the trial period if the candidate is successful, we will give them a them a Permanent contract, unless the candidate doesn't wish to continue working for our company. If candidate is successful and agrees on working, we will give them the earliest possible start date.

Plan of action.

As said by Maund, Schriek, Tinkler (2017 p283) "The first steps will be your key approach in getting to know yourself, so beginning there by self-exploration, take time in evaluating your goals and priorities." There for I have decided first I shall continue with my education, I am also free from end of August to middle of October which is why I have got myself into a school to gain experience and a feel of if I would like to pursue a career as a teacher. If so, I will need to find the right course to join for this field. This is my plan up until December if for any reason I feel different then I will make another plan and go forward in what will suit me and my needs. I am taking small steps as that will suit me and my family due to having more responsibilities towards my own children and their additional needs of care.

Conclusion

Attending all the classes has made me understand the Concepts of self-awareness and how to take various approaches to my self-assessment and learning. I have identified personal learning preferences and have analysed my personal strengths, weaknesses and have used other tools to support professional development planning for my future. I have gained more confidence in doing presentations, I can study and do thinking independently. I have recognised strategies for exploring employment options, collecting information from a range of sources. I can do an examination of health and safety regulations and good conduct procedures, introduction to strategies for career choices, job evaluation, person specifications, job specifications, interviewing and induction. I take full responsibility and accountability for myself to accomplish my future goals. I have proved to be reliable, identified good practice relating to team work and effective communication.

According to Maund, Schriek, Tinkler (2017 p338) "Training is the advancement to enhance our performance, improve the knowledge, skills and attitudes that you already have therefor the job will be performed accurately, effectively and ensures in continuing improvements.

Reference

Andrew Maund, M.S.P.K.T.(2017) Certificate in higher education: Skills for the work place
Student year book.