

Course: CERT HE Skills for the Workplace,

Health & Social Care

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Lecturer: Chizoba Esio-Bassey

Report: ``Career Development Planning for Counselling Psychologist``

Name: Brunela de Carlo Bovo

Student number: 1915941

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1. Introduction to Career Path

This report presents a plan for my aspiration career as a counselling psychologist, making use of the tools, learned during the professional career development classes, to develop the necessary skills and achieve its goal. According to the NHS (2022), psychologists deal with mental health issues and focus mostly on psychological and psychotherapy theories and research. By exercising this career, I will be able to work with individuals and groups of people at a community and organisational level. In a working day life, it will be possible to consider how individuals interact between themselves, how they see the world, and how they act and think, this will involve looking into people's experiences (The British Psychological Society 2022).

Furthermore, the purpose of this report also is to reflect on the role play that we have done in class as a task, preparing ourselves for a job interview, following every step from looking for a job to the performance, as if we were in a recruitment selection for the job vacancy. The reflection follows Gibb's Reflective Cycle, which was developed by Graham Gibbs in 1988 to organise learning from experiences (The University of Edinburgh, 2020).

Additionally, it shows the importance of being aware of people are legally protected from discrimination at work and in larger society by the Equality Act of 2010 (Available at: <https://www.gov.uk/guidance/equality-act-2010-guidance>), and The Rehabilitation of Offenders Act of 1974 provides those with cautions and expunged convictions the option not to declare them when applying for most employment and acquiring insurance (Available at: <https://www.legislation.gov.uk/ukpga/1974/53>).

2. Current Skills

A psychologist professional should develop skills such as psychological knowledge, counselling skills with a non-judgmental attitude, appreciating teamworking, active listening and good verbal communication, being patient, maintaining pacifying in tense circumstances, understanding statistical methods and analysing data, computer literacy using the most common software programs (National Career Service, 2022). In addition to these skills, the British Association for Counselling and Psychotherapy says that psychologists must have empathy and resilience skills (BACP, 2022).

Thus, based on my experience I could evaluate the skills I have developed as a current student of the Health & Social Care Certificate, in addition to my previous studies and career acquired so far, although I do not have experience in the health and care sector, some of these skills can be transferred to my future career, building a professional identity with strong skills (Cottrel, 2021).

I studied in an institution in Brazil that trained me to be a nursery teacher, at that time it was not necessary to do a degree for achieving this position, although this has changed since then, during that time I had over 700 internships in schools, and I developed the ability to work with others and be patient.

Apart from that, I studied marketing technical, and I have over ten years of working in companies in customer service, human resources, and finance, where I have experienced human relationships, and developed the skills of being calm in stressful situations and active listening skills in understanding people's needs, which also awakened in me a passion for working with people and wanting to help them, becoming an empathetic person.

Regarding my current study, I have developed more skills, such as working in groups during activities and teamwork presentations, digital skills accessing the application to the module activities, creating PowerPoint presentations, communication skills writing reports, and doing the role-play.

Subsequently, making use of the SWOT analysis tool, I could comprehend what skills I have that fit into the skills needed for psychological practice.

SWOT analysis is a structure that explores my strengths and weakness, also as the opportunities and threats that I can confront. It is able to assist me to emphasise my strengths, diminish my weaknesses, and using the opportunity as effectively as I can (Manktelow,2014).

Strengths:	Weaknesses:
• I have empathy and a strong ability to work in a team, helping my colleagues to complete their duties by being patient. • I am good at listening to others in order to understand their needs, both customers and bosses. • I am able to solve problems by being calm in difficult situations. • I am a fast learner improving my digital skills according to the software or applications needed for the task.	• I get nervous when I need to discuss, present, or even in a job interview in English, because it is not my mother language.
Opportunities:	Threats:
• I am studying for the certificate of higher education in health & social care. • I have experience working in different sectors and business knowledge.	• Competition from professionals with psychology experience.

3. Gap Skills

The British Psychological Society (2022) states that Counselling psychologists concentrate on collaborating with individuals from a wide range of fields while using a customised psychological formulation to enhance psychological functioning and well-being.

The following credentials are necessary to become a Chartered member of the society through the counselling psychology training route:

- Chartered Membership: Graduate Basis (GBC), by finishing a degree program.
- Qualification in Counselling Psychology.

I must be registered with the Health and Care Professions Council in order to use the title "counselling psychologist". A counselling skills course is a prerequisite for admission to counselling psychology programmes.

Furthermore, I would be required to participate in personal therapy as a client as part of my training and ongoing professional development in order to better understand the connection between personal development and professional practice (NHS, 2022).

Thus, it is understood that it is necessary to train to develop skills for building this career, such as psychological knowledge and practice, counselling skills, and statistical analysis for a psychology subject. Discipline-specific skills are known as the unique knowledge and skills required for a student to advance academically and professionally in their chosen field (The University of Melbourne, 2021).

In order to achieve these gap skills, it is important to identify my career goals asking myself whether I have to do to upgrade my qualifications, also to get experience in the health care sector, by creating a strategic plan using the SMART goals tool, which is an abbreviation that can serve as a guide for creating goals (Manktelow, 2014).

S M A R T	Specific:	I want to acquire the knowledge, skills, and expertise required to become a counselling psychologist.
	Measurable:	I will have to complete the degree and the necessary training courses and gain experience within five or six years' time.
	Achievable:	I will work part-time, and get the maintenance to help my studies and finances, to aim to have time to start voluntary work.
	Relevant:	This is the right time to start this new career and take the opportunity to study at a university in London as well as it corresponds to my true desire to be able to help other people.
	Time-Related:	I will finish the currently certificate in 1 month. I will complete the psychology degree in 3 or 4 years. I will do the specific counselling training in 5 or 6 years.

4. Systematic Approach to Skills Acquisition

To accomplish my goals, I have to be motivated by applying techniques such as emotional intelligence, accessing and producing emotions when they support cognitive abilities, and controlling my feelings so they support my wellbeing and intellectual growth, moreover develop resilience, which is considered important in employability too, it is clearly necessary that I am aware of my potential limitations and my ability to adapt and recover in the face of change or adversity, (Neugebauer and Evans-Brain, 2016).

According to Neugebauer and Evans-Brain (2016), understanding how we learn and discover our learning styles is important to comprehend how we develop and it provides us clues to realize our weaknesses and find new opportunities. Doing the VAK learning style quiz in class, I discovered that I am a visual learner and also I have many points of a kinaesthetic learner, which means I learn by observing, reading and writing, but also experience and feelings help me to learn too.

By acquiring these knowledge, I feel able to develop my career plan, personal development planning is the process of setting a long-term career objective and considering how to get there. (Manktelow, 2014).

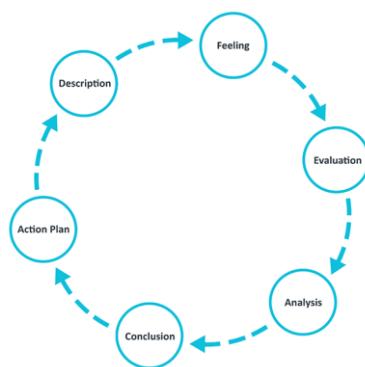
My Personal Development Plan:

What are your long-term goals?	What are your specific career goals?	What are the key skills needed for each one of your goals?	What skills do you need to work on?	What actions are you going to take?	When are you going to complete your training by?
Become a Counselling Psychologist	*Start a voluntary work	*Communication skills *Listening and observational skills *Empathy *Resilience *Digital skills (Totaljobs, 2022)	*English Communication skills *Resilience	*Finish Cert. Educ. Health & Social Care *Online English course *Online Introduction Psychology course	*6 months
	*Work as an assistant in social care sector	*Organisational skills *Understanding legal frameworks (Totaljobs, 2022)	*Understanding legal frameworks	*BSc Psychology at University in London *Proper training at workplace	*3 or 4 years
	*Work as a Counselling Psychologist	*Psychological knowledge and practice *Counselling skills *Statistical analysis for a psychology subject	*Psychological knowledge and practice *Counselling skills *Statistical analysis for a psychology subject	*Placement *Qualification in Counselling Psychology	*5 or 6 years

5. Recruitment and Selection

As I know, becoming a psychologist will be a long path, however I can gain experience working in other position in the health care sector. Thus, to choose the position, it is important to understand what my personal values are and to find a field that has an organizational policy, and cultural values that meet with mine, in addition to evaluating points such as job shifts, salary, and location (Neugebauer and Evans-Brain, 2016). For these reasons, for the role-play, I chose to look for job vacancies as a social worker assistant in a local community, as my main goal is to help more vulnerable people.

As reported by The University of Edinburgh, (2020), Gibb`s Reflective Cycle provides a structure for investigating experiences, and, by its cyclic essence, especially well-suited to repeated events, it suits me to draw decisions and make plans based on situations that went well or not during the role-play task.



(The University of Edinburgh, 2020)

- **Description:** In the first classes, the teacher suggested us to have a journal to write down our feelings and learnings, she also informed us about the role-play task for this module. We chose our partners and prepared ourselves to be interviewed for a job vacancy and to interview our partner for the position she wants to get. I looked for a job

on the Totaljobs website, after finding the vacancy for social work assistant in a council, I started the application by filling out a form with my personal information and my qualifications, which met with the job prescription, the lessons also helped me to formulate a strong CV and a good cover letter. The activity was carried out in the classroom, both of us were interviewed with five questions and asked one or two questions to the interviewee about the vacancy, and evaluated by the teacher who gave his feedback at the end.

- **Feelings:** I was happy and thought it would be a great opportunity to prepare for a job interview, as I have not had an experience like this in the UK yet. When I realized I did not feel confident enough for not have experience in the area and felt shy about this activity, I got motivation by watching videos, training in front of the mirror, and sharing information with my partner, which helped me to work harder. Looking back, I am feeling satisfied that I accomplished this task and the teacher's feedback was good.
- **Evaluation:** The good points were that I could answer the interview based on the skills I developed so far and showed how I can apply them in this position contributing to achieving the company's goals, and we managed to perform it within the stipulated time. The bad points were that at some times I was not clear in my response and maybe we asked irrelevant questions during the interview process.
- **Analysis:** I think that some things went well because I participated in the classes completing the proposed activities, including writing in my journal. What did not go well, I believe it was because I got nervous and anxious in this situation, mainly because I do not feel very confident with my English verbal communication.
- **Conclusion:** I learned that to be successful in an interview it takes preparation and always being sincere in what is said. I could have been more self-confident in my abilities.
- **Action plan:** For a future similar situation I will prepare myself better, building a professional identity focusing on my strengths and making a more confident presentation (Cottrel, 2021).

6. Conclusion

As explained, my career aspiration is to become a counselling psychologist, aiming to help vulnerable people, the professional career development lessons allowed me to create an effective career path for my future, step by step, and at each step I will develop the necessary skills to progress to the next one.

The role-play made me practice what I learned in classes, in the whole process for a successful job interview, and through the personal reflection approach, prepared me for the job market, acquiring competence and confidence as an employee.

7.References

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8. Appendix.

Questions asked at the interview in the role-play:

1. Tell me about yourself.
2. Why do you want to work for us?
3. What can you do for us that other candidates cannot?
4. What are your goals? Where do you see yourself in five years' time?
5. Which aspects of our position do you find the most attractive and least attractive?

Questions asked for the company at the end of the interview:

1. What would be the first task that you assigned me in that position?
2. What is the biggest challenge that people in this position face in the first month at work?

Job application form

Application for Social Worker Assistant

Name: Brunela de Carlo Bovo

Education and training

Please give details:

University of Wales, Campus London.
Certificate of Higher education, Skills for the workplace - Health & Social Care.
In progress

Yale University
Online Course: Introduction to Psychology
In progress.

University of Franca - Brazil.
Technical Marketing and Sales.
Period: 2005 to 2006.

CEFAM Dr. Antonio Baldijão Seixas - Brazil.
Specific Center for Training, Learning, and Perfecting of Teaching Staff.
Period: 2000 to 2003.
Supervised Internships, 720 hours.
Period: 2002 to 2003.

Qualifications

Please give details:

I have a strong Customer Service background, always delivering outstanding results. I am an enthusiast, confident, and self-motivated person, a dynamic problem solver, and able to work well independently and as a part of a team. I do always present a positive attitude and a high level of energy. I am PC literate, keen to learn new skills, and passionate about new challenges

Employment history

Your current or most recent employer

Name of employer: Bottlecave Dulwich Limited

Job title: Customer service provider

Length of time with employer: From May 03, 2021, to the present day.

Reason for leaving I am still working in this field, and I do like my job, but I want to start a new career in the Health & Social Care sector, I am ready for a new challenge, and I want to help other people, I genuinely want this job and it feels like the right time for me to be leaving.

Duties:

Running all shop activities and ensuring guests are receiving an excellent customer service experience. Assisting the General Manager with daily tasks like stock control and ordering, cash handling, rota making, giving staff training, and shop opening and closing duties. Delivering great suggestions of wine and spirits to ensure customers have the best experience.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Assistance and commercial consulting, internal and external. Prospecting new customers. Product development with customers throughout the territory, including Multinationals. Relationship and partnership development with internal and external teams. Negotiation. Sales planning and execution. Participation in training, meetings, fairs, and events.

Office Assistant. General functions in the administrative, financial, and human resources areas: Billing / Issuing invoices. Accounts payable and receivable. Bank transition. Internal activities for team development. Customer service and negotiations with customers and suppliers. Provide training for a new staff.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I am flexible enough to work in different positions or departments in your facility. My greatest interest in this position is to help people, whether in their personal or professional lives, to contribute to creating a peaceful and egalitarian world. I believe that there is no better way to do this than by working in the social care sector.
A part of this support care, I am able to provide analysis of the service, deliver training and raise money and donations to the community centre.

Right to work in the UK

Do you need a work permit to work in the UK? Yes

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

Kanmaran. General Manager at BottleCave.

info@bottlecave.co.uk

Alexandre Vaz. Manager at DuoDigi.

xandyvaz@duodigi.com

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Brunela de Carlo Bovo

Date: August 05, 2022.