



The
Insurance
Institute

Reflective Diary

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Reflective Diary

On commencement, apprentices are required to start working on their reflective diary. This activity will continue for the whole duration of the apprenticeship. The apprentice is encouraged to be creative in the methods used to create and record in their diary. This may include use of digital and learning technologies, such as blogs, video diaries, and social media, or the more traditional paper based methods.

The reflective diary is a compulsory component of the apprenticeship that feeds directly into the assessment of the 'on the job' work based learning.

- ❑ Examples of potential inclusion in the diary are:
- ❑ Attending a meeting
- ❑ Attending training
- ❑ Observing colleagues
- ❑ Carrying out a task from the Work based learning list
- ❑ Reflection from a class
- ❑ Reflection on an assessment
- ❑ Feedback from Coaching & Mentoring sessions.

This list is not exhaustive.

The aim is that the apprentice will reflect on activities where key learning has taken place, and should always be aligned to the required Skills, Knowledge and Behaviours of the insurance apprentice. This will also support the apprentice getting into the habit of continuous professional development. The reflective diary will also be an opportunity to record feedback from others via email, recordings or statements.

The diary is a way of allowing apprentices to develop their ability to reflect - to step back from their learning experience, help them develop critical thinking skills and improve on future performance by analysing their experience.

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The diary will include reflective learning that has taken place both on, and off the job.

When making entries to the diary the apprentice should be linking their reflection to how they are developing and achieving against the different areas of competence set out in the apprenticeship. Think about these questions when completing your diary:

- ☐ What happened? Event/Meeting/Task
- ☐ What did I do?
- ☐ How did I do it?
- ☐ Why did I do it?
- ☐ What did I learn?
- ☐ What should I have done differently?
- ☐ What do I need to do next time?
- ☐ What specific areas do I need to improve on?
- ☐ Which aspects were successful?
- ☐ How does this relate to previous knowledge and experience?

The apprentice' supervisor must sign-off the diary before it is submitted for review to IT Sligo to ensure it is ready for submission and that it is a true and accurate representation of the apprentice's work.

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EXAMPLE: WORK BASED LEARNING REFLECTIVE DIARY

Day	Activity	Hours
Monday	Day one: I was introduced to my work based supervisor. She introduced me to the team/department and she explained what the business did and what awaited me in the coming days. I met a lot of people. I wish I had created a list. I found it hard to put faces to all the names. In the future I need to create a file where I can make notes. I will do some research on the company and look at their website to become more familiar with the business.	
Tuesday	Day two: I was given the staff handbook. I read through all the sections and made notes of specific areas that were relevant to my work based tasks. I made a list of questions to ask my supervisor. I should know who the main customers are. How my department interacts with others.	
Wednesday	Day three: I am still settling in. I continue to introduce myself and am starting to remember names. I am updating my list of key information. I have to create a Personal Learning Agreement for the apprenticeship and I have been planning out my time over the first semester to ensure I meet all the deadlines.	
Thursday	IT Sligo Class: This was my first online class. My lecturer was Brendan. This lecture was an introduction to the Nature of Insurance. I found the session very interesting. I did not ask any questions, I need to prepare questions for the next class. Brendan outlined the key concepts underlying insurance and explained the insurance market in Ireland. I did not realise that insurance generates more than €47 billion in premium income, both domestically and overseas. I plan to read through chapter one of the textbook this week and see if I can answer the questions at the end of the section.	
Friday	Get organised and set good habits. End of the first week. Time to reflect on what I have learned, who I have met. It is important for me to add value. I plan to organise myself over the weekend – fill in my calendar with all the key dates, classes, away days, assessment deadlines. I also plan to have a to-do list for each week.	