

“REFLECTIVE WRITING”

**ACADEMIC AND EMPLOYABILITY SKILLS
(BMSW4001_LON)**

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1.INTRODUCTION

Reflective writing is the proof of reflective thinking. It is about looking back at something, analysing and thinking deeply about the event or idea (Portsmouth, n.d.).

This academic report is about a reflective writing of a student in University of Wales Trinity Saint David and the reflective model used is Gibbs. The reflective writing will talk about time management, cover letter, referencing, citations and analytical thinking.

2.GIBBS REFLECTIVE CYCLE

Gibbs has developed this idea of reflective cycle in 1988, to motivate students or learners to think about consistently in different kind of situations or experiences. The development of reflection was seen as range of performances, where the results of a past reflections instructs future actions (Wain, 2017).

The cycle consists in six different elements (Wain, 2017):

- Description: Learners describes the situation, remember what happened without talking about conclusions. It is all about understanding the situation.
- Feelings: Describes the feelings to the event happened.
- Evaluation: Learner think about what is good or bad things that happened.
- Analysis: Learners learned about the situation.
- Conclusion: Learners will look back the situation summarise it
- Action plan: learners will look what else need to be improved.

3.TIME MANAGEMENT

Everybody has a lot of things to do every day like balancing between work, studies and family. Not everybody can manage their time perfectly, there may be some time that we might encounter difficulties in random situation.

In education it is important for students to know how to manage their time considering that the workload will includes a wide range of activities: readings, seminars, projects individual and group work (Sainz, Ferrero and Ugidos, 2019).

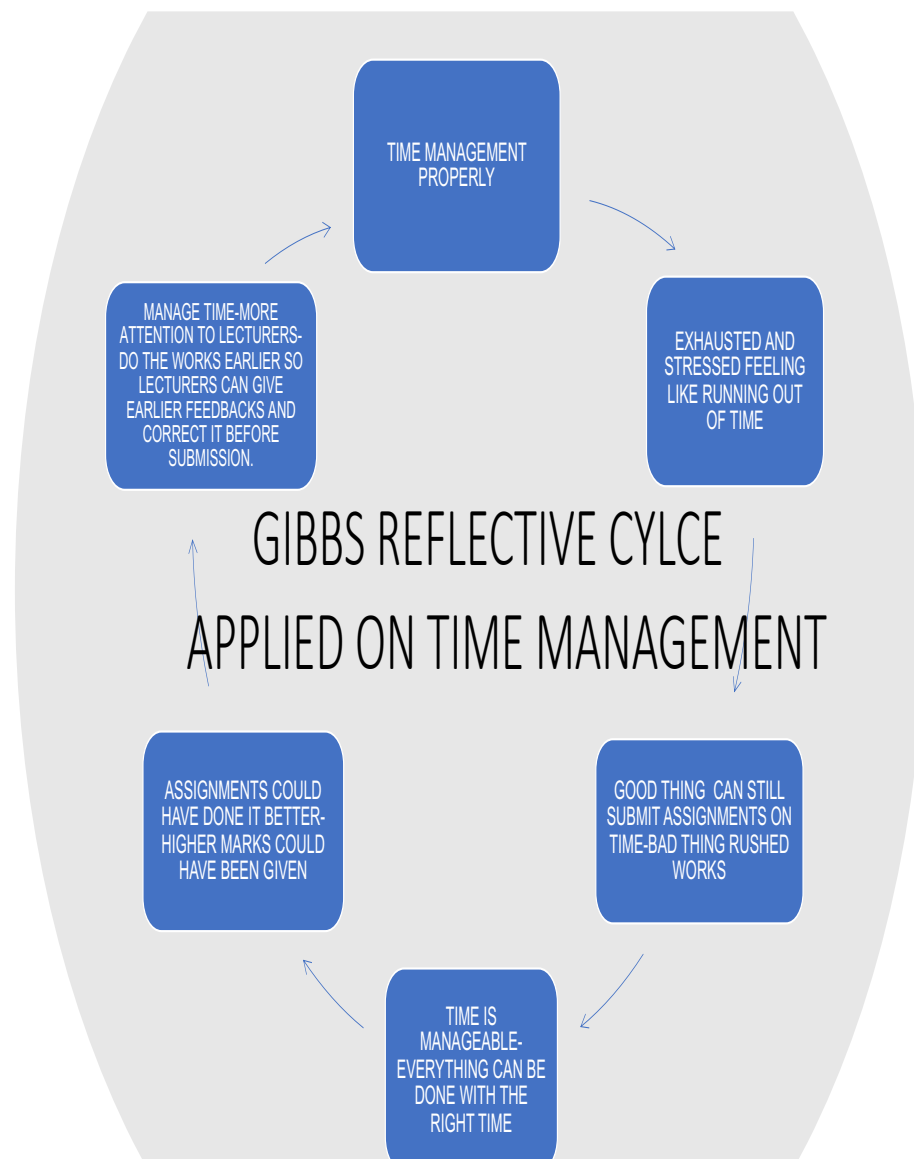
As I mentioned in the previous paragraph that in education is important for students on how to manage their time. In my case, in term one, I have not taken seriously my time management in terms of the assignment's deadlines. Two or three weeks before submissions deadlines, I have started to do all my assignments for term one. I was so stressed and did not know where to start. I was wondering where I shall get all those two thousand words that were required for the assignments. I have done it and could submitted it on time in the end, but with a lot of doubts and

struggles. Some lecturers could not check my work because it was already late, and they were already busy.

The assignments marks results were good, though I have realized that If I have done it earlier and paid more attention to the lecturers about the lessons and assignments briefings, I knew that I could have done it better. Therefore, I could have had a higher mark.

Learning from my experience in term one, I have managed my time better in term two. It was surprising that the time went quickly, and I did not notice it. I remember around week three, I was already feeling exhausted, I felt like running out of time even it was only in week three. I have started my assignments earlier than term two because I knew that this term will going to be harder. Such as group works should have been done earlier than scheduled deadlines due to presentations rehearsals.

In next term or next courses, I would definitely be going to manage my time even better. I would focus and pay more attention to the lecturers. I would do my works day by day to avoid stress and run out of time.



4. COVER LETTER

A cover letter is a piece of document or letter sent together with your CV when you apply for a job. It appears like an introduction of yourself and helps to stand out your application. It is required mostly for all the applications as it gives you the opportunity to explain to the hiring manager why they should hire you (*Smith, 2019*).

In term two our lecturer asked us to do a cover letter. I have never written a cover letter before, because most of the jobs that I have applied for did not require for it, therefore this is new to me. I have done it, following the instructions and found it very useful as I know that in future, for a professional vacancy, they will ask for a cover letter.

To do a cover letter, made me realize that it is not just about doing it for one general company that you are applying for as I thought before, but in every single company, you would need to investigate to know more about the company in case any further opportunities that could come up.

I was not expecting that creating an attractive cover letter could get you more on interviews, I thought it was just a piece of paper that requires to be submitted together with your CV, so maybe that is the reason why some of the vacancies that I have applied did not respond.

I would definitely do the cover letter properly and attach it for the next time that I am going to apply for a new job.

5. REFERENCING AND CITATIONS

One of the most important academic skills needed to acquire if you want to succeed in your academic studies is to know how to do referencing; this explains how important it is to know how to reference your work. It also describes how to use sources ideally and not to commit plagiarism, while these two things are totally related. (*Bottomley, Prymachuk and Wright, 2020*).

The term referencing means to refer to something, in the main body of the text is where you refer the work of others. The list that comes in the last pages that are usually entitled as references is where you put the list of sources that you have used or cited (*Bottomley, Prymachuk and Wright, 2020*).

In the beginning of the academic year, lecturers of all modules were already mentioning about the assignments, that it should be cited and have references. I had no idea what was referencing, and citations means.

When our lecturer began to teach us how to do referencing and citation, I was so very interested as I was paying fully attention on this. That was new for me, I can say that I am really bad in using Microsoft word. I did not know about that much tools until I have got started to study this course.

During term one assignment submissions, I have tried my best to do the proper referencing and citations into my reports. But still as I was expecting, as a result, it seems to be bad, my references. I was asking myself what I have done wrong and what part of it. My brain was not really paying attention to the lecturers or maybe I have just misunderstood some parts.

I have started to research again on how to reference and cite works properly and I should have a better understanding now. I have found it very useful as it is required in every single academic works.

I would need to improve on to select resources and cite them properly. Because I remember in term one, when I was researching, I was just selected the first website that I think was good. I did not know that it has to be academic sources. Now I would need to read it first, one by one, check the dates because it should not be more than five years old and it should be academic.

6.ANALYTICAL THINKING

The analytical thinking is defined as composition of brain activity that help people to solve problem efficiently. It includes a methodical step approach to thinking that give you access to fix complex problems in single and workable factors. It involves the collection of data and analysing the issue regarding to the information (Yordanova, Iliev and Nikolova 2018).

As analytical thinking is defined as solving complex problems, making rational decisions, summarising data and executing though-out projects, all of these thinking skills are critical in the workplace.

Without even noticing that even before this topic was mentioned, I have already been doing it and applying it to my workplace every single day. I work in a retail shop as a team leader, dealing with exchanges and refunds is a complicated role, as you have to approach the customers in a good way and politely in every singles issue.

We are usually facing issues in exchange and refunds, this process is not easy, as complaints will be always heard in this section of the role. As a part of team leaders' responsibility, we analyse the problem, investigate and solve the issue quickly, considering costumers rights and store policies. Therefore, decision making

comes after all of this investigation. If all the circumstances meet the criteria, then we proceed with the solution.

Another example is dealing with alterations section. Only some of us are trained to do alterations, it is not easy as it requires a lot of training. Every day we have a lot of pairs of trousers to do, they are all meant to be finished on a specific time, therefore we have to manage our time to finish it on time. In the other part sometimes, we have problems on the length of the trousers, therefore we ring them and tell them about the situation. It's either they decide to just tell 1-2 inch less then we proceed with the alteration or they come back and measure it properly. We analyse the problem, take actions and solve the problem.

I love my job but sometimes you might encounter people that will make you upset and ruin your day. Therefore, I have to maintain always calm, acknowledge their feelings, analyse the problem and end with a concrete plan considering always to deliver customer satisfaction.

Growing up in my career made me change the way I serve people, I have realized how I am improving my skills day by day, my performance was getting better as I learned from my mistakes, as for example whenever there is an issue to a customer I have just learned to remain calm not like before I was trying to explain my part, but now I am just remaining calm and trying to avoid arguments.

Analytical thinking is very important to workplace, as it requires you to analyse and solve issues that you might face whenever in the industry you work for.

Everything can improve by learning from the mistakes, work hard on it and apply the newly learned things.

7.CONCLUSION

When we think we processed that information, we analyse it, make decisions and solve issues or create new ideas. Academically reflective writing is very important as we use our brain to think about all the data given by our lecturers. We received that information; we analyse it and interpret or solve any issue. Same thing happens in our workplace or individual life environment. It is very useful as it gives you the chance to realize your mistakes in all aspects of life and solve any inconvenience that might come up.

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APPENDIX

