

This document has replaced the online journals. You are expected to complete and submit at least one completed learning log every Monday until you have completed your course. All learning logs must be submitted on the Assessment and Communication Centre.

Name of Candidate	Demo Candidate
Name of Assessor	Demo Assessor
Course	Level 3 Childcare
Date	14/02/19
Log Number	1
<b>Describe Learning Activity</b>	
<p>Today I was asked by my manager to give a tour to a prospective client. He was with his mother who wanted him to enroll on our holiday club. The client whom I will call John (not real name) is 8 years old. John appeared shy and did not give any eye contact. I however noticed that he was looking at an electric go-cart. I asked him if he was interested in formula 1. His eyes lit up as he spoke about his favourite team and driver. I then proceeded to show him the facilities within the Centre. This included the dining area, computer room, toilets, relaxing and activities room. We proceeded to sit down in the conference room where we discussed about the rules of the Centre. I asked John what he wanted to achieve by coming to the holiday club. As he spoke, I recorded his wishes and aspirations. As the holiday club has an emphasis on learning and play, I advised him about the opportunities available such as learning to touch type, signing and languages. He also has access to swimming, excursions and going to the cinema. I was going to design an activities plan. I was glad that his mother decided to take a back seat and allowed me to communicate directly with John. This allowed me to assess his social skills. As part of the visit I completed our prospective client form where I collected contact details, medical history, likes and dislikes. I also collected the contact details of his next of kin and GP. I encouraged John and his mother to ask any questions. The visit ended well. I gave John and his mother some leaflets about the service, prices, terms and conditions. This was also an opportunity to discuss about our key policies such as equality, confidentiality, health and safety and how we implement in practice.</p>	
<b>How does the activity relate to your policies, procedures and regulations</b>	
<p>This relates to our induction policy which states that all clients must be shown around. They are expected to have a tour before committing. My actions were also linked to our equality policies where we are open to every body. I also followed the delegation instructions from my manager to carry out a function of the business. Other policies I followed includes GDPR where I respected confidentiality and explained to John and his mother how our organization is complaint.</p>	
<b>How have you demonstrated inclusive practice?</b>	

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I focused on John and ensured I found out about him as part of person –centered planning. It would have been easy to get most of the answers from his mother who was very talkative. I had to ensure that John was fully included and at the heart of the visit. I also provided John and his mother information, which assisted them to make informed Decisions. Although I focused on John I also paid attention to his mother and engaged with her including when she discussed about her experience with other settings. I believe my practice demonstrated respect and empathy.

**Which underpinning theories apply?**

My actions of giving information assisted with empowerment. I believe this assisted with making informed decisions. I also communicated which included verbal and positive body language. I was also able to read John’s body language, which allowed me to intervene appropriately. I believe Maslow’s hierarch of needs also applies in this situation. John has to feel safe and participate in activities as part of the self-actualisation stage. Human development also applies, as John wants to get involved with activities that are part of his development such as learning.

**How have you demonstrated professionalism?**

I demonstrated professionalism by following our organisational procedures. I also respected John and his mother. This includes being polite and not using jargon.

**Have you learned anything from the activity?**

I have learned of balancing communication between a parent and child. I also learn’t to remain professional by balancing the seriousness of collecting vital information and also making the environment friendly. I also lent not

**Which assessment criteria do you feel has been met by your actions?**

Unit 1:1.1,1.2,1.4 and 1.7  
 Unit 2:2.2,2.3,2.5,2.7  
 Unit 3: 4.4,4.6,5.1  
 Unit4: 6.6.7.1

Signature of Candidate

*Demo Candidate*

**Assessment and Feedback (to be completed by your assessor)**

Thank you for the log. You have described the activity very well, which demonstrates your actions. It is good that you demonstrated an understanding of confidentiality by using a pseudo name for your client. I agree you have met the criteria, which you have highlighted. Well done.

## Learning Log

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