



# ZAP: Wellbeing Specialists

## Final Assessment Guidelines

### Reflective Learning Log Guidance

The ZAP Wellbeing Specialist course covers six key topics:

1. Introduction to Trust and Safety
2. Critical Incident Management in Trust and Safety
3. Trust and Safety Service Provision
4. Mental Health Literacy for Trust and Safety Professionals
5. Non-Traditional Approaches in Trust and Safety
6. Minimizing Vicarious Trauma as a Wellbeing Specialist

You are required to **choose 3 out of these 6 topics** for your reflective learning logs. Each topic that you choose is one learning log and should not exceed more than 300 words. In total, you will submit 900 words (+/- 10%). The rubric below sets out the expectations of your learning logs. All three will be assessed as a whole.

You may refer to the Reflective Learning Log rubric below to support you in writing your assignment.

In writing your reflective learning logs, consider following this format:

1. What was the learning experience?
2. What was my reaction or the effect of this experience?
3. What is the meaning behind this learning?
4. How will I proceed going forward in a similar context?

#### What was the learning experience?

Reflect on something new that was learned during the session(s), a key concept or something from the experiential exercises.

#### What was my reaction or the effect of this experience?

Reflect upon how you processed this experience, a personal reaction or relating it to a previous experience.

#### What is the meaning behind this learning?

Critically assess the new learning by linking it to your own experiences and environment. Make connections and conceptualize.

#### How will I proceed going forward in a similar context?

Given your learnings and reflections, reflect upon the plan of action you would take. Demonstrate that you have internalized your learnings by reflecting upon how you can apply your learnings in other contexts.



## Submission and Due Dates

Please submit your final learning log to Dr. Michelle Teo at [michelle.teo@zevohealth.com](mailto:michelle.teo@zevohealth.com) with the subject line 'ZAP WBS Final Assessment'. You can submit as a word document or pdf. Ensure that your name is included in the document.

You will have two weeks following the last module to complete this assignment.

## Reflective Learning Log Rubric

Objective	Does not meet expectations	Meets expectations	Exceeds expectations
<b>Ability to summarize key learning points</b>	Does not demonstrate understanding of key concepts or ability to reflect on the application of these concepts. Lacks understanding of nuances of Trust and Safety. Little to no evidence of original thought or critical thinking.	General and adequate understanding of key concepts is demonstrated, with ability to reflect upon application to the role of Wellbeing Specialist in Trust and Safety. May lack a level of deeper critical thinking throughout.	Learner demonstrates ability to deeply evaluate and reflect upon key concepts, with an emphasis on application to the Wellbeing Specialist role in Trust and Safety. Learner synthesizes core themes concisely, with original thought and demonstrates critical thinking skills.
<b>Commitment to personal development</b>	Lacks level of detail required to demonstrate ability to utilize learnings in the application of concepts. Tends towards surface level, lacking evidence of commitment to personal development.	Able to consider learnings and their application as a Wellbeing Specialist in Trust and Safety. Application of concepts presented with adequate detail but may lack some relevance. Forward planning is adequate, though missing attention to personal development through identification of strengths and challenges.	Learner demonstrates the ability to utilize learnings to enhance their work as a Wellbeing Specialist in Trust and Safety. Application of concepts are clearly actionable, relevant, and informed by context. Forward planning is clearly outlined, with evidence that they have considered both strengths and challenges.