

## Higher National Unit Specification

### General information for centres

**Unit title:** Learning and Development: Mentoring

**Unit code:** DN3K 34

**Unit purpose:** This Unit is designed to enable candidates to develop the skills and knowledge necessary to provide mentoring support to learners.

On completion of the Unit the candidate should be able to:

1. Examine and explain the role and function of mentoring within an organisation.
2. Develop a mentoring plan for a learner.
3. Conduct and review a mentoring interview.

**Credit points and level:** 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Access to this unit is at the discretion of the centre. However, candidates would normally be expected to have competence in communication skills at Intermediate 2 (SCQF Level 5) or similar qualifications or experience and some knowledge of the training cycle and the trainer's role within it.

**Core skills:** There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

**Context for delivery:** If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes. This Unit is included as optional in the framework of the HNC Learning and Development.

**Assessment:** This Unit is assessed by three instruments of assessment. Outcome 1 is assessed by a written report. Outcome 2 is assessed by an assignment consisting of an action plan which is linked to the report in Outcome 1. Outcome 3 is assessed by one assessment with two components: observation of performance and a supporting reflective report which should include an updated review based on the plan for Outcome 2.

## **Higher National Unit specification: statement of standards**

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Examine and explain the role and function of mentoring within an organisation

#### **Knowledge and/or skills**

- ◆ Definitions of mentoring
- ◆ Form and function of mentoring
- ◆ Benefits of mentoring to the individual
- ◆ Benefits to the organisation
- ◆ Advantages of mentoring
- ◆ Limitations of mentoring

#### **Evidence requirements**

Candidates will need evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ examine the form and function of mentoring
- ◆ describe the benefits of mentoring to the individual
- ◆ describe the benefits to the organisation
- ◆ explain the advantages of mentoring
- ◆ identify the limitations of mentoring

Candidates must produce a report which covers all aspects in the Knowledge and Skills. This report should be linked to the Action Plan in Outcome 2 and should include a description of three benefits to any of the mentoring participants (the mentor, the mentee, and the organisation). It must also include an analysis of two advantages and two limitations of mentoring

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Learning and Development: Mentoring

### **Assessment guidelines**

The assessment of this outcome should be combined with Outcome 2. This allows the candidate the opportunity to explore the theories of mentoring within a real situation, with participants, and to identify their needs and then incorporate these as examples into their report.

### **Outcome 2**

Develop a mentoring plan for a learner

#### **Knowledge and/or skills**

- ◆ Phases of mentoring
- ◆ The relationship between the mentor and others in the organisation
- ◆ Identification of resources for effective mentoring
- ◆ Sources of support for the mentor
- ◆ The action plan
- ◆ The review process

#### **Evidence requirements**

Candidates will need evidence to demonstrate their skills and/or knowledge by showing that they can:

- ◆ demonstrate understanding of the phases of mentoring
- ◆ identify resources for effective mentoring
- ◆ prepare an action plan
- ◆ prepare a review plan

The action and review plan must include: the three phases of the mentoring process, timescales and review dates, resources and agenda setting. The review plan should include a reflective account of the candidate's own performance and a plan building on this.

#### **Assessment guidelines**

The assessment for this outcome should be combined with Outcome 1. This assessment should be based on a real situation with participants and may be undertaken on real work experience or in the workplace. It may be based on a case study which will allow the candidates to devise a mentoring action and plan and accompanying strategy.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Learning and Development: Mentoring

### **Outcome 3**

Conduct a mentoring interview

#### **Knowledge and/or skills**

- ◆ Basic interview skills
- ◆ Interview techniques
- ◆ Mentoring techniques
- ◆ Interpersonal skills
- ◆ Sources of support for the mentor
- ◆ Boundaries
- ◆ Feedback skills
- ◆ Eval

#### **Evidence requirements**

Candidates will need evidence to demonstrate their skills and/or knowledge by:

Providing observed, tape recorded or video taped evidence to demonstrate their inter-personal skills and mentoring skills by showing that they can provide effective mentoring support to a learner via a mentoring interview. During this interview, of no more than 20 minutes, the candidate should demonstrate a minimum of three skills and two qualities for effective mentoring. The action/review plan produced for Outcome 2 will be updated following the interview and will also form part of the evidence for this learning outcome.

#### **Assessment guidelines**

This Outcome should be assessed by observation of candidate performance, supported by an observation checklist.

## **Administrative Information**

<b>Unit code:</b>	DN3K 34
<b>Unit title:</b>	Learning and Development: Mentoring
<b>Superclass category:</b>	GB
<b>Date of publication:</b>	August 2004
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## **Higher National Unit specification: support notes**

### **Unit title:** Learning and Development: Mentoring

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### **Guidance on the content and context for this Unit**

This Unit is an optional unit in the HNC Learning and Development framework and should provide the candidate with the skills, knowledge and understanding required to provide effective mentoring support to learners.

The principal context will be the training environment, with evidence generated through a case study and role play. It may also be appropriate for evidence to be generated in the workplace if the tutor is satisfied with the safeguards to ensure reliability, authenticity, confidentiality and validity.

**For Outcome 1** candidates will need detailed knowledge of the definitions and parameters of mentoring and the process through which mentoring is offered. They should be able to explain the advantages and limitations (eg, increased confidence and motivation, enhanced levels of competence, more productive working relationships, etc) to both the organisation and the individual, and also the roles and responsibilities of those providing mentoring support. They will also need to develop an understanding of advocacy and coaching.

**For Outcome 2** candidates will need knowledge of the phases of the mentoring process (evaluation, stimulation and facilitation), and the resources and sources of information needed to plan for effective mentoring. Candidates will also need detailed knowledge of how to devise and implement an action plan and review cycle.

**For Outcome 3** candidates will need the practical skills of establishing rapport, negotiating an agenda, attending and listening, giving feedback, paraphrasing and responding and timing and pacing of a mentoring interview. The candidate will also need an awareness of the issues concerning boundaries (for example, self awareness, openness).

### **Guidance on the delivery and assessment of this Unit**

This Unit is offered as an optional unit in the HNC Learning and Development Framework Evidence for Outcome 1 and Outcome 2 should be provided by a report and an action plan based on a case study. Evidence for Outcome 3 should be generated through a mentoring interview which may be video-taped.

### **Open learning**

This Unit could be delivered by open learning. However it would require planning by the centre to ensure the authenticity of candidate evidence.

## **Higher National Unit specification: support notes (cont)**

### **Unit title:** Learning and Development: Mentoring

Difficulties in authenticating evidence will have to be addressed by the centre. For further information and advice please refer to Assessment and Quality Assurance for Open and Distance Learning (SQA, February 2001 – publication code A1030).

### **Candidates with additional support needs**

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on the SQA website [www.sqa.org.uk](http://www.sqa.org.uk).

## **General information for candidates**

### **Unit title:** Learning and Development: Mentoring

This Unit introduces you to the specific skills, knowledge and understanding needed to provide trainees with mentoring support within an organisation. This unit introduces you to the three phases of the action plan/review cycle of mentoring and shows you the benefits of mentoring to both trainees and to the organisation. This Unit also allows you to devise an action plan/review strategy for an organisation. This Unit also develops the practical skills required to conduct a mentoring interview.