



Overview

This unit is appropriate for you if your role involves:

- mentoring trainees in the workplace
- supporting personal development through learning in the workplace

The activities you are likely to be involved in:

- agreeing the nature of mentoring in the workplace
- creating an appropriate environment in which mentoring can take place
- mentoring trainees as they put their training plan into practice
- giving trainees information, advice and guidance on their work roles and expectations
- reviewing the potential for technology-based support for the mentoring process, including mentoring on-line
- identifying and providing resources and facilities that meet the needs of the trainee
- giving trainees encouragement and support to stay motivated

What the unit covers:

- 1 planning the mentoring process
- 2 setting up and maintaining the mentoring relationship
- 3 giving mentoring support



Element L14.1: Plan the mentoring process

Performance criteria

You must be able to do the following:

- a Explain your role as a mentor in the workplace and the activities everyone will perform.
- b Identify how mentoring can contribute to the training programme in the workplace.
- c Identify the resources and facilities needed to perform your role as a mentor.
- d Identify who else could be involved in mentoring in the workplace and what their role should be.
- e Explain the relationship between the mentor, the people the mentor is helping and other people in the organisation.
- f Identify sources of information and support to help you in your role as mentor.
- g Agree how you will keep to the ethical code for mentoring in your organisation.
- h Plan when, where and how often mentoring sessions should be arranged to ensure an appropriate environment for mentoring.
- i Ensure you have prepared documents and activities which will help trainees in the early stages of mentoring.

Element L14.2: Set up and maintain the mentoring relationship

Performance criteria

You must be able to do the following:

- a Behave in a way that shows you accept the trainee you are supporting.
- b Discuss, explain and agree the roles and expectations involved in the mentoring relationship.
- c Agree the aims of the mentoring process and the rules that you will both work within.
- d Agree the mentoring support which will help trainees meet the needs of their workplace programme.
- e Agree the boundaries of the mentoring relationship and how they will be recognised and maintained.
- f Agree with trainees where and how often mentoring sessions take place.
- g Agree how progress and any problems will be reviewed during mentoring sessions.



Element L14.3: Give mentoring support

Performance criteria

You must be able to do the following:

- a Set aside enough time for each mentoring session.
- b Help trainees to express and discuss ideas and any concerns affecting their experience in the workplace.
- c Give trainees information and advice that will help them to be effective in the workplace.
- d Give trainees the opportunities which help them understand and adapt to the working environment.
- e Identify ways of developing trainees' confidence in performing activities in the workplace.
- f Help trainees take increasing responsibility for developing their skills in the workplace.
- g Give trainees the opportunities to get experience in the workplace to increase their confidence and self-development.
- h Help trainees look at issues from an unbiased point of view that helps them make informed choices.
- i Give trainees honest and constructive feedback.
- j Identify when the mentoring relationship needs to change to still be effective, and agree any changes with the trainee.
- k Identify when the mentoring relationship has reached its natural end, and review the process with the trainee.
- l Agree what extra support and help the trainee needs or can access.
- m Plan how to provide extra support and help.



Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

The nature and role of mentoring in the workplace

- 1 how to give an overview of the training programme and see how the different areas of the workplace fit together
- 2 how to identify appropriate mentoring activities in relation to the training programme in the workplace
- 3 how to identify opportunities to develop skills and increase confidence in the workplace such as changes to work roles, job shadowing and setting specific tasks
- 4 how to monitor how effective, and how appropriate the mentoring relationship is
- 5 how to explain and agree your role as mentor within the organisation
- 6 how to promote the interests of the trainee in the organisation
- 7 how to show you use good practice in the workplace
- 8 how to identify and involve other people in the workplace in the mentoring process
- 9 how to identify and secure the resources and facilities needed for the mentoring process
- 10 how to identify the information and advice trainees are likely to need, and the expectations of your own role, the mentoring scheme and the organisation you are working with
- 11 how to identify and use sources of support

Principles and concepts

- 12 how to identify and apply an appropriate code of practice for mentoring which deals with:
 - ◆ commitment to best practice
 - ◆ recognising the limits of your own experience and competence
 - ◆ setting and maintaining boundaries within the mentoring relationship
 - ◆ being open and truthful within the mentoring relationship
 - ◆ monitoring and evaluating your own performance throughout the mentoring process
 - ◆ using appropriate sources of support
 - ◆ managing differences between your own values and beliefs and the agreed ethical code
 - ◆ answering to the trainee and their organisation for your mentoring activities
- 13 how to work out mutual roles and responsibilities in the mentoring relationship
- 14 how to realistically assess the technical and personal skills needed in acting as a mentor to a trainee
- 15 how to listen, ask questions and negotiate
- 16 how to gain and keep the enthusiasm and commitment of trainees
- 17 how to explore issues with trainees without judging them
- 18 how to motivate trainees and develop their self-confidence
- 19 how to agree you will keep information confidential during the mentoring process
- 20 how to encourage trainees to express themselves
- 21 how to identify and give trainees appropriate information
- 22 how to use reviews and evaluations to encourage trainees to be independent
- 23 how to identify sources of extra support that are available to the trainee
- 24 how to identify and use sources of and procedures for referral to other agencies
- 25 how to identify and use technology-based support for the mentoring process

External factors influencing the mentoring process

- 26 how to identify and apply responsibilities in relation to health, safety and environmental protection legislation
- 27 how to agree rules on confidentiality and data protection within the mentoring relationship
- 28 how to identify and act within the requirements of a mentoring scheme and the organisation's policies