



LEARNING AND SKILLS MENTOR

Course Duration / 12 Months Level 4

Apprenticeship Standard

Course Overview

Supporting learners of all ages, and all levels, to develop within a new work role.

This occupation is found in the public, private and voluntary sectors in national and multinational organisations. The role of the learning and skills mentor can be found in all sectors where training and development is required. For example, but not limited to, healthcare, military, manufacturing, production, business and professional, education, leisure, construction, creative, technology.

The purpose of the learning and skills mentor occupation is to support individuals and groups with their learning and development towards agreed goals. They will do this by working within ethical and legal frameworks to ensure a high standard of mentoring practice. They will work collaboratively with stakeholders to inclusively meet the individual needs of the mentee. They will be committed to their own professional development and reflective practice as a mentor and within their sector.

They will typically work in an environment in their organisation where they are the knowledgeable other. They will work in a variety of locations and environments where mentoring activity may be undertaken face to face or remotely.

In their daily work, an employee in this occupation may interact with other professionals at any level of seniority in the organisation and the sector, such as: supervisors, managers, trainees, other experienced practitioners and where necessary, internal/external professionals to support meeting the individual mentee needs.

The learning and skills mentor will be responsible for the mentor relationship with the mentee working within ethical and legal frameworks and organisational boundaries to support the progression of the mentee. They may work with a wide range of stakeholders to support the progression of the mentee and ensure best practice is developed and maintained. The mentor may be responsible for completing their own work to specification, with minimal supervision, ensuring they meet set deadlines.



Education & Skills
Funding Agency



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Knowledge

K1: The roles and responsibilities of a mentor, understanding the organisational and professional boundaries, legal and ethical requirements, including safeguarding

K2: How to establish and manage a mentoring contract

K3: How to plan for mentoring sessions and review and revise action plans

K4: Mentoring theory and models, including maintaining good practice and protocols within the mentoring relationship

K5: Organisational and legal requirements for recording, storing and sharing personal information

K6: Strategies to assess starting points of the mentee, including potential barriers to development

K7: Methods of communication to maintain the mentoring relationship and review progress towards agreed outcomes

K8: Questioning and listening techniques

K9: Methods for providing feedback to inform progression

K10: The impact of their own values, beliefs and behaviours on mentoring practice

K11: How to provide accurate and relevant vocational/pastoral advice and guidance to meet mentee needs, including points of referral to other professional services

K12: Theories and models of evaluation and reflection

K13: Approaches to sustainable mentoring practice

K14: Opportunities for continuing professional development

K15: The role of supervision in supporting the mentor

K16: Evidence-based practice informed by own research



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Learning Mentor Course Content

Skills

- S1: Conduct sustainable mentoring practice within organisational and professional boundaries, and legal and ethical requirements, including safeguarding
- S2: Establish and maintain mentoring contracts with mentees and where relevant, other stakeholders
- S3: Conduct mentoring sessions according to agreed plans
- S4: Implement established mentoring tools and techniques to help the mentee work towards agreed outcomes
- S5: Maintain records of mentoring practice, complying with quality, confidentiality and data protection requirements
- S6: Establish and use assessed starting points to establish agreed outcomes of the mentoring process
- S7: Assess and review progress and achievement of agreed outcomes and revise action plans as appropriate
- S8: Maintain mentoring relationship through a non-judgemental and objective approach
- S9: Use questioning techniques to encourage reflection and progression
- S10: Provide feedback to the mentee to inform progression
- S11: Inform, advise and guide the mentee to support development toward agreed outcomes
- S12: Apply theories and models of evaluation and reflection to support mentee development
- S13: Monitor and reflect on own mentoring practice, including feedback from supervision, to develop self
- S14: Apply evidence based mentoring practice informed by own research

Behaviours

- B1: Demonstrate and promote sustainable practices with mentee
- B2: Work to ethical and legal standards within professional boundaries
- B3: Be resilient and adaptable when dealing with challenge and change, maintaining focus and self-control
- B4: Demonstrate and encourage mutual respect, displaying a deep understanding of equality and diversity, with and between learners, colleagues and appropriate agencies
- B5: Committed to improving their own professional practice in relation to mentoring



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