

# ASTLRL14

## Support learners by mentoring in the workplace



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### Overview

This unit is part of the National Occupational Standards for Learning and Development developed by the Employment NTO. It covers the planning of the mentoring process; setting up and maintaining the mentoring relationship and giving mentoring support.

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### Performance criteria

#### Plan the mentoring process

*You must be able to:*

- P1 explain your role as a mentor in the workplace and the activities everyone will perform
- P2 identify how mentoring can contribute to the training programme in the workplace
- P3 identify the resources and facilities needed to perform your role as a mentor
- P4 identify who else could be involved in mentoring in the workplace and what their role should be
- P5 explain the relationship between the mentor, the people the mentor is helping and other people in the organisation
- P6 identify sources of information and support to help you in your role as mentor
- P7 agree how you will keep to the ethical code for mentoring in your organisation
- P8 plan when, where and how often mentoring sessions should be arranged to ensure an appropriate environment for mentoring
- P9 ensure you have prepared documents and activities which will help trainees in the early stages of mentoring

#### Set up and maintain the mentoring relationship

*You must be able to:*

- P10 behave in a way which shows that you accept the trainee you are supporting
- P11 discuss, explain and agree the roles and expectations involved in the mentoring relationship
- P12 agree the aims of the mentoring process and the rules that you will both work within
- P13 agree the mentoring support which will help trainees meet the needs of their workplace programme
- P14 agree the boundaries of the mentoring relationship and how they will be recognised and maintained
- P15 agree with trainees where and how often mentoring sessions take place
- P16 agree how progress and any problems will be reviewed during mentoring sessions

#### Give mentoring support

*You must be able to:*

- P17 set aside time for each mentoring session
- P18 help trainees to express and discuss ideas and any concerns affecting their experience in the workplace
- P19 give trainees information and advice that will help them to be effective in

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- the workplace
- P20 give trainees the opportunities which help them understand and adapt to the working environment
- P21 identify ways of developing trainees' confidence in performing activities in the workplace
- P22 help trainees take increasing responsibility for developing their skills in the workplace
- P23 give trainees the opportunities to get experience in the workplace to increase their confidence and self-development
- P24 help trainees look at issues from an unbiased point of view that helps them make informed choices
- P25 give trainees honest and constructive feedback
- P26 identify when the mentoring relationship needs to change to still be effective, and agree any changes with the trainee
- P27 identify when the mentoring relationship has reached its natural end, and review the process with the trainee
- P28 agree what extra support and help the trainee needs or can access
- P29 plan how to provide extra support and help

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to give an overview of the training programme and see how the different areas of the workplace fit together
- K2 how to identify appropriate mentoring activities in relation to the training programme in the workplace
- K3 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
- K4 how to monitor how effective, and how appropriate, the mentoring relationship is
- K5 how to explain and agree your role as mentor within the organisation
- K6 how to promote the interests of the trainee in the organisation
- K7 how to show you use good practice in the workplace
- K8 how to identify and involve other people in the workplace in the mentoring process
- K9 how to identify and secure the resources and facilities needed for the mentoring process
- K10 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
- K11 how to identify and use sources of support
- K12 how to identify and apply an appropriate code of practice for mentoring which deals with:
  - K12.1 commitment to best practice
  - K12.2 recognising the limits of your own experience and competence
  - K12.3 setting and maintaining boundaries within the mentoring relationship
  - K12.4 being open and truthful within the mentoring relationship
  - K12.5 monitoring and evaluating your own performance throughout the mentoring process
  - K12.6 using appropriate sources of support
  - K12.7 managing differences between your own values and beliefs and the agreed ethical code
  - K12.8 answering to the trainee and their organisation for your mentoring activities
- K13 how to work out mutual roles and responsibilities in the mentoring relationship
- K14 how to realistically assess the technical and personal skills needed in acting as a mentor to a trainee
- K15 how to listen, ask questions and negotiate
- K16 how to gain and keep the enthusiasm and commitment of trainees
- K17 how to explore issues with trainees without judging them

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- K18 how to motivate trainees and develop their self-confidence
- K19 how to agree you will keep information confidential during the mentoring process
- K20 how to encourage trainees to express themselves
- K21 how to identify and give trainees appropriate information
- K22 how to use reviews and evaluations to encourage trainees to be independent
- K23 how to identify sources of extra support that are available to the trainee
- K24 how to identify and use sources of and procedures for referral to other agencies
- K25 how to identify and use technology-based support for the mentoring process
- K26 how to identify and apply responsibilities in relation to health, safety and environmental protection legislation
- K27 how to agree rules on confidentiality and data protection within the mentoring relationship
- K28 how to identify and act within the requirements of a mentoring scheme and the organisation's policies

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**Suite** Land Registration

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