

Overview

This standard is about ensuring that the role of mentoring in the workplace is properly understood and that an appropriate environment is created to facilitate effective mentoring. It covers the skills and competencies needed to provide learners with information, advice, and guidance on their work roles and expectations, while also offering encouragement and support to help them stay motivated. The standard also covers planning the mentoring process, establishing and maintaining the mentoring relationship, and providing ongoing mentoring support.

A key focus throughout this standard is applying relevant safe working practices. You are expected to provide mentoring to a range of individuals, including new starters, those unfamiliar with specific technical matters, and those needing to develop workplace skills or who are experiencing difficulty in their roles. Mentoring can be conducted through face-to-face communication or written communication, depending on the needs of the learner.

This standard is for staff who are competent in a particular discipline and wish to mentor new and existing staff, as well as take responsibility for supporting learners through mentoring.

Performance criteria

You must be able to:

P1 identify learners' mentoring needs

P2 identify the resources and facilities required to undertake the mentoring role

P3 access and utilise relevant sources of information, tools, and support the mentoring process

P4 set measurable progress indicators and agree how progress and challenges will be reviewed during the mentoring relationship

P5 plan, implement and maintain the mentoring process within the limits of your responsibility

Knowledge and understanding

You need to know and understand:

K1 the relevant health and safety regulations, directives, guidelines, and safe working practices and procedures defined by your organisation, as appropriate to the activity and your working area

K2 your organisation's mentoring procedures, including confidentiality rules, and how they integrate with training and development policies

K3 the mentoring process, including how to identify the benefits of a mentoring programme

K4 how to provide opportunities in the workplace for learners to reflect on their performance, develop skills and increase confidence

K5 how to plan, implement and monitor mentoring activities that align with the learners' objectives

K6 the personal attributes and professional behaviours required for effective mentoring

K7 how to assess and adapt your mentoring style to meet the needs of different learners

K8 the problems experienced by all new entrants including, where relevant, those from overseas needing, for example, language skills, as well as experienced staff requiring further development in workplace skills

K9 the scope of your responsibility in the mentoring process, including when and how to escalate issues that you cannot resolve

Developed by NSAR

Version Number 2

Date Approved 31 Mar 2025

Indicative Review Date 31 Mar 2028

Validity Current

Status Original

Originating Organisation GoSkills

Original URN GSKREC08

Relevant Occupations Engineering, Rail Engineering, Transport Drivers and Operatives

Suite Rail Engineering

Keywords Mentoring; learners
