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FUTURES**

## **Level 4 Learning and Skills Mentor**

Helping others to be the best they can be



## Learning & Skills Mentor Apprenticeship Standard

This level 4 learning and skills mentor apprenticeship supports individuals and groups with their learning and development towards agreed goals.

You will do this by working within ethical and legal frameworks to ensure a high standard of mentoring practice. You will work collaboratively with stakeholders to inclusively meet the individual needs of the mentee. You will be committed to your own professional development and reflective practice as a mentor and within your sector.

It is suitable for people working in an environment in their organisation where they are the knowledgeable other. You will work in a variety of locations and environments where mentoring activity may be undertaken face to face or remotely.

### Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

## What is the duration and how will you learn?

Over the duration of 16 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

## Off the job training

As part of the apprenticeship, alongside your job role, a **minimum of 6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption, and can include:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment

## End-point assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Observation with questioning



Professional discussion underpinned by a portfolio of evidence

# Your apprenticeship journey

Programme introduction and expectations



## Month 1

Personal development

## Month 2

Roles and responsibilities of a Mentor, Law & legislation



Functional skills support (where applicable)



## Month 3

Information, advice & guidance, mentoring models, tools and techniques

## Month 4

Equality, Diversity, Safeguarding, ethics as a mentor



## Month 5

Structure of the mentoring programme, principles and practices



## Month 6

The role of supervision in supporting the mentor



Functional skills achievement (where applicable)



## Month 7

Mentoring Relationships and sustainable mentoring practice

## Month 8

Plan & implement a structured learning environment



## Month 9

Communication and motivation within mentoring



## Month 10

Reflection and Evaluation Mechanisms



## Month 11

Evidence-based practice informed by own research



## Month 12

Strategies to manage barriers to mentoring



## Month 13

Methods and purpose of gathering feedback



## Months 14 to 16

Preparation for your End Point Assessment (EPA)



End Point Assessment (EPA)

Progression IAG session

Achievement

# You will learn how to:



## Develop yourself

- ✓ Develop and maintain a personal development record and ensure currency of vocational skills are maintained
- ✓ Monitor and reflect on own mentoring practice, including feedback from supervision, to develop self
- ✓ Understand how your own behaviour and way of working can impact on the mentoring process
- ✓ Understand how Continuous Professional Development is used to develop and enhance their abilities and their mentees



## Plan, implement and monitor structured learning environments

- ✓ Understand the roles and responsibilities of a mentor, understanding the organisational and professional boundaries, legal and ethical requirements, including safeguarding
- ✓ Understand how to provide accurate and relevant vocational/pastoral advice and guidance to meet mentee needs, including points of referral to other professional services
- ✓ Implement established mentoring tools and techniques to help the mentee work towards agreed outcomes
- ✓ Able to apply strategies to assess starting points of the mentee, including potential barriers to development
- ✓ Conduct sustainable mentoring practice within organisational and professional boundaries
- ✓ Cultivating evidence-based practice through mentorship



## Communication and mentoring relationships

- ✓ You will demonstrate and encourage mutual respect, displaying a deep understanding of equality and diversity, with and between learners, colleagues and appropriate agencies
- ✓ Understand mentoring theory and models, including maintaining good practice and protocols within the mentoring relationship
- ✓ Understand how and when to use questioning techniques to encourage reflection and progression
- ✓ You will be resilient and adaptable when dealing with challenge and change, maintaining focus and self-control
- ✓ Understand how the supervisor, mentor, mentee relationship works.
- ✓ Skills that make use of effective communication, various formats/ Models such as (e.g., listening, questioning, reflection, using mentoring models.
- ✓ Understand how to use feedback to evaluate – how effective mentoring process has been

# The 5 pillars of wider learning

## Sustainability



Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within an apprenticeship?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

## CIAG



CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within an apprenticeship?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

## Cultural capital & personal development



Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within an apprenticeship?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

## British values, safeguarding & prevent duty



We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

### British values:

As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

### Safeguarding:

We can ensure that you are supported by the right people at the right time.

### Prevent duty:

We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

## Equality, diversity & inclusion



Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

# Level 4 Learning and Skills Mentor

## Modules of learning

### Personal Development

- Identify the details of your chosen pathway and how you will be supported to collect evidence towards end point assessment
- Identify how your progress is reviewed, how we support any additional learning needs and appeals procedures
- Explore and discuss some of the topics you may be learning as part of your overall qualification
- Committed to improving own professional practice in relation to mentoring
- Monitor and reflect on your own mentoring practice
- Understand approaches to personal development
- Understand the benefits of professional development

### Roles and responsibilities of a Mentor, Law & legislation

- Understand your role as a mentor, as well as all responsibilities with regard to the confidentiality of mentoring sessions
- The roles and responsibilities of a mentor, understanding the organisational and professional boundaries, legal and ethical requirements, including safeguarding
- Work to ethical and legal standards within professional boundaries and understand the skills, knowledge, and behaviours required to be an effective mentor
- Be able to explain the purpose of mentoring records for mentor and mentee

### Strategies to manage barriers to mentoring

- Strategies to assess starting points of the mentee, including potential barriers to development
- How to use a SWOT analysis to overcome- Threats / barriers to the mentoring process
- How to identify the most common potential barriers for individuals and employers
- Understand resistance to change
- Be able demonstrate effective management of their own mentees (mentoring programs)
- Review a range of support methods to enable individuals to perform well.

### Communication and motivation/The role of supervision

- Be able to select and use mentoring models, tools and techniques to make desired changes
- Able to apply suitable mechanisms and methods of feedback to mentees
- Use feedback provided by your supporting mentors via the mentoring supervision process
- Committed to improving your own professional practice
- How the supervisor, mentor, and mentee relationship works
- The stages of Mentor Development
- Understand individual or group mentor supervision

### Information, advice & guidance, mentoring models, tools and techniques

- Support the mentee by providing information, advice, and guidance, working within professional boundaries, and recognising requirements for referral to other professional services where required
- Select and use mentoring models, tools, and techniques to support mentee to make desired changes, demonstrating responsiveness to the individual mentee's needs
- Mentoring theory and models, including maintaining good practice and protocols within the mentoring relationship
- Use questioning techniques to encourage reflection and progression
- Identify individual developmental needs in a mentoring programme(where appropriate)
- Research and discuss some of the topics you may be learning as part of your overall qualification

### Equality, Diversity, Safeguarding, ethics as a mentor

- Understand equality, diversity, safeguarding, and ethics and how these apply to the mentoring process
- Plan, conduct, and record mentoring activities to support the progression of the mentee working within legal and ethical frameworks, including confidentiality and safeguarding
- Work to ethical and legal standards within professional boundaries
- Demonstrate and encourage mutual respect, displaying a deep understanding of equality and diversity, with and between learners, colleagues, and appropriate agencies
- Understand the code of conduct and ethical guidelines for mentoring
- Understand the benefits of diversity and inclusion with a mentoring programme

### Structure of the mentoring programme, principles and practices

- Maintain mentoring records and plan and record continual professional development activities
- Understand the fundamental principles and practices
- Understand the differences between mentoring, coaching and training
- How to establish and manage a mentoring contract
- How to plan for mentoring sessions and review and revise action plans.
- Assess and review progress and achievement of agreed outcomes and revise action plans as appropriate delivery Methodology
- Understand how your own behaviour and way of working can impact the mentoring process

### Mentoring relationships and sustainable mentoring practice

- Understand how mentoring benefits yourself and your organisation
- Understand the mentor-mentee relationship can take several different forms
- Demonstrate awareness of own values, beliefs and behaviours and their effect on the mentor/mentee relationship
- Demonstrate and promote sustainable practices with a mentee
- Work to ethical and legal standards within professional boundaries
- Understand all elements of a mentoring contract and how to identify the key stakeholders
- How to create sustainable mentoring and coaching Programmes

### Reflection and Evaluation Mechanisms

- Be able to demonstrate rigorous evaluation processes with mentees to support reflection on the effectiveness of the mentoring relationship
- How to plan for mentoring sessions and review and revise action plans
- Methods of communication to maintain the mentoring relationship and review progress toward agreed outcomes
- Monitor and reflect on own mentoring practice, including feedback from supervision, to develop self
- Assess and review progress and achievement of agreed outcomes and revise action plans as appropriate
- Use questioning techniques to encourage reflection and progression circumstances, and technologically related solutions to satisfy corporate needs

### Plan & implement a structured learning environment

- Plan, conduct, and record mentoring activities to support the progression of the mentee
- How to plan for mentoring sessions and review and revise action plans
- Establish and maintain mentoring contracts with mentees and where relevant, other stakeholders
- Conduct mentoring sessions according to agreed plans
- Work to ethical and legal standards within professional boundaries
- How to create a safe and ethical environment for mentoring to take place
- How to create a mentee-focused environment

### Evidence-based practice informed by own research

- Be able to demonstrate how 'Evidence-based practice' used correctly is a key educational strategy for busy mentors and mentees
- Evidence-based practice informed by own research
- Apply evidence-based mentoring practice informed by own research
- Committed to improving own professional practice in relation to mentoring
- Understand the four key sources of evidence for 'Evidence-based practice'
- Evidence-Based Practice: Advantages & Disadvantages
- Cultivating evidence-based practice through mentorship
- Strategies to manage barriers to mentoring
- Be able demonstrate effective management of their own mentees (mentoring programs)

### Methods and purpose of gathering feedback

- Be able to demonstrate effective methods for providing feedback to inform progression with their mentees
- Obtain and utilise feedback from a variety of sources
- Methods for providing feedback to inform progression
- Provide feedback to the mentee to inform progression
- Monitor and reflect on own mentoring practice, including feedback from supervision, to develop self
- How to use feedback as a tool for measuring tools for progress/competency/achievement
- How to use feedback to evaluate – how effective mentoring process has been
- Sources of feedback, supervisor/tutor, individual being coached/mentored, stakeholder

## Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?





**Integrity**



**Fun**



**Diversity**



**Connecting**



**Committed**



## Make an impact

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills apprenticeships.

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**Quality Mark**