



Australian Government

Assessment Requirements for BSBFLM314 Mentor others in the workplace to support their language, literacy and numeracy skill development

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consult with at least TWO people to determine appropriate mentoring strategies and arrangements
- apply effective communication strategies to develop the mentoring relationship
- monitor and evaluate the mentoring program and determine the benefits of the program for the individual and the organisation.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how to determine how language, literacy and numeracy (LLN) skills are affecting workers' capacity to perform effectively
- explain the goals of mentoring, and the roles of the mentor and the person being mentored
- outline communication techniques required to establish and support mentoring arrangements
- discuss key issues when negotiating expectations and goals for mentoring arrangements
- outline strategies for evaluating mentoring relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- case studies and, where possible, real situations

- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>