



Australian Government

TLIM4004A Mentor individuals or small groups

Release 1

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Modification History

Release 1 - New unit of competency

Unit Descriptor

This unit involves the skills and knowledge required to prepare for, undertake and review mentoring to develop the required workplace competence in other workers on a one-to-one or small group basis in an on-the-job environment.

Application of the Unit

This unit applies to experienced workers who take on the role of mentoring individuals or small groups (two to five people) in an on-the-job environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|--|
| 1 Prepare for mentoring | <ul style="list-style-type: none">1.1 Specific mentoring needs are identified and confirmed through consultation with appropriate personnel1.2 Mentoring objectives are matched to identified development needs1.3 Mentoring relationship is established with mentoring participant/s1.4 Mentoring approaches are planned, documented and agreed with mentoring participant/s1.5 Mentoring delivery methods are selected appropriate to mentoring participant/s needs, mentor availability, location and resources |
| 2 Mentor in the workplace | <ul style="list-style-type: none">2.1 Mentoring is conducted in a safe and accessible workplace environment2.2 Strategies and techniques are employed that facilitate the learning process2.3 Mentoring objectives, sequence of activities and assessment processes are discussed with mentoring participant/s on a regular basis2.4 Systematic approach is taken to mentoring, which is regularly revised and modified to meet mentoring participant/s needs |
| 3 Provide opportunities for practice | <ul style="list-style-type: none">3.1 Practice opportunities are provided for participant/s3.2 Various methods for encouraging learning are implemented to meet mentoring participant/s needs |
| 4 Review mentoring | <ul style="list-style-type: none">4.1 Mentoring participant/s are encouraged to evaluate own performance and mentoring experience, and to identify areas for improvement4.2 Own performance as a mentor is evaluated and areas for improvement are identified4.2 Mentoring participant readiness for assessment is monitored and assistance is provided to collect evidence of satisfactory performance4.3 Mentoring plan and process are evaluated in context of self-assessment, mentoring participant/s feedback, evaluation of own performance, supervisor comments and measurements against workplace objectives4.4 Mentoring details are recorded according to enterprise and legislative requirements |

4.5 Review results are used to guide further workplace mentoring

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Access, equity and human rights issues in relation to own area of work
- Correct use of equipment and any other processes and procedures appropriate for mentoring
- Cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander peoples and their communities
- Ethical handling of performance issues
- Identification of evidence of competency
- Intended mentoring outcome
- Job/role environment skills
- Mentoring methodologies and strategies
- Planning own work including predicting consequences and identifying improvements
- Relevant legislation, regulations, codes of practice, standards, policies and procedures such as:
 - equal employment opportunity (EEO)
 - occupational health and safety (OH&S)
- Relevant workplace tasks, skills and knowledge
- Workplace:
 - application of relevant competencies
 - training plan for competency development

Required skills:

- Build trust with mentoring participant/s
- Communicate effectively verbally and in writing using a range of strategies:
 - ensuring language used suits target audience
 - giving and receiving feedback
 - listening
 - questioning
- Complete and maintain required documentation and records
- Maintain confidentiality
- Make recommendations for further mentoring opportunities
- Motivate mentoring participant/s
- Plan and manage time effectively
- Plan for and manage contingencies
- Transfer and apply skills and knowledge to new contexts
- Work in a culturally diverse environment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- sequencing mentoring activity in a way that facilitates the development of competence
- ensuring currency of relevant legislative and regulatory knowledge
- developing effective planning documents
- providing high quality reports.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- workplace where mentoring individuals or small groups can be conducted
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Practical assessment must occur in an:

- appropriately simulated workplace environment and/or
- appropriate range of situations in the workplace.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate mentoring individuals or small groups
- direct observation of the candidate applying relevant

OH&S requirements and work practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Mentoring needs may include:

- Industry/enterprise or other performance competency standards
- Industry/workplace mentoring processes and practices
- Organisational business plans that identify skill development requirements
- Results of mentoring needs analyses
- Standard operating and/or other workplace procedures

Appropriate personnel may include:

- Assessors
- Consultative committees
- Managers/employers
- Mentoring and assessment coordinators
- Mentoring participant/s
- Representative government regulatory bodies
- Team leaders/supervisors/technical experts
- Union/employee representatives

Mentoring delivery methods and practise opportunities may include:

- Demonstrations
- Experiential learning
- Explanations
- Group work
- Job rotations
- On-the-job problem-solving and decision-making
- Peer mentoring
- Presentations
- Problem-solving
- Combination of the above

Mentoring participant/s needs may include:

- Age
- Cultural, language and educational background
- Gender
- Language, literacy and numeracy needs
- Level of confidence and self-esteem
- Physical ability
- Previous learning, training, coaching, mentoring or assessment experience
- Work organisation or roster

Resources may include:

- Enterprise/industry standard operating

procedures

- Finances/costs
- Location
- Personnel
- Materials and equipment
- Time
- OH&S and other workplace requirements

Strategies and techniques may include:

- Active listening
- Group discussion
- Points of clarification
- Targeted questioning

Unit Sector(s)

Not applicable.

Competency Field

M -Training and Assessment