



Australian Government

BSBLED805 Plan and implement a mentoring program

Release: 1

BSBLED805 Plan and implement a mentoring program

Modification History

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

Application

This unit describes the skills and knowledge required to develop and implement a mentoring program for a particular section or group within an educational organisation, or for a specific business purpose or objective within an enterprise whose core business is not education, or as a collaborative partnership spanning more than one organisation (such as to advance occupational or industry-specific skill needs).

It applies to individuals who plan, develop, implement, monitor and evaluate a mentoring program that results in learning forged through a defined and active learning partnership with a mentor. The program should develop and use tools that enhance both the learning and the phased relationship, and it should be monitored and evaluated to ensure it explores and meets the mentee's learning needs.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan mentoring program	1.1 Determine benefits of, and need for, a mentoring program 1.2 Define mentoring program purpose and objectives 1.3 Develop mentoring program plan with appropriate outcomes, in consultation with key stakeholders 1.4 Establish relevant management structures and wider support requirements

ELEMENT	PERFORMANCE CRITERIA
	1.5 Determine mentoring program modes and methods 1.6 Determine methods and resources required to report mentoring program outcomes
2. Develop tools and materials to support mentoring program	2.1 Develop range of tools and resources appropriate to mentoring program modes and methods 2.2 Establish mentor and mentee selection criteria, procedures and tools 2.3 Establish formal requirements for mentor-mentee relationship and communicate these requirements to all parties 2.4 Establish rules, procedures and requirements encompassing key accountabilities and responsibilities 2.5 Develop means to report and collate outcomes from mentor–mentee relationship
3. Coordinate mentor and mentee relationships	3.1 Implement strategies for recruiting and accurately matching mentors with mentees 3.2 Induct mentors and mentees into program 3.3 Ensure plans required for personal growth are developed by mentors and mentees 3.4 Cultivate rapport, mutual trust and teamwork in mentoring relationship 3.5 Consider and address cultural differences and diversity issues in all mentor-mentee communications 3.6 Use data and reporting tools supporting program to monitor mentor-mentee relationship
4. Evaluate mentoring program	4.1 Complete mentoring record-keeping and reporting requirements using agreed technology, reporting processes and procedures 4.2 Evaluate mentoring program against agreed outcomes and report through relevant management structures 4.3 Document improvement opportunities for future mentoring programs based on program evaluation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.6, 2.1-2.5, 3.1-3.3, 3.6, 4.1-4.3	Interprets textual information obtained from a range of sources and determines how content may be used to meet requirements
Writing	1.1-1.6, 2.1-2.5, 3.1, 3.2, 4.1-4.3	- Communicates complex relationships between ideas and information by creating reports - Documents results of mentoring program using required organisational formats
Oral Communication	1.3, 2.3, 2.5, 3.1, 3.2, 3.4, 3.5, 4.2	- Uses appropriate language to provide information and encourage discussions - Applies listening and questioning techniques to check and confirm understanding
Navigate the world of work	4.1	Adheres to organisational policies and procedures
Interact with others	1.3, 2.3, 3.2, 3.4, 3.5, 4.2	- Tailors communication to achieve its purpose, demonstrating understanding of needs of particular audiences - Collaborates with others to set and facilitate shared outcomes - Invests time and energy in building rapport with others as an integral part of interactions
Get the work done	1.1-1.6, 2.1, 2.2, 2.4, 2.5, 3.1, 3.6, 4.3	- Plans, organises and implements tasks required for mentoring program, including coordinating schedules for interviews and sessions with others - Identifies and analyses issues to aid in decisions about appropriate modes, methods and resources - Evaluates outcomes of decisions, considering results from a range of perspectives and identifying key concepts and principles that may be adaptable to future situations - Uses digital tools to store, access and organise information about the mentoring program

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLED805 Plan and implement a	BSBLED705A Plan and implement a	Updated to meet Standards for	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
mentoring program	mentoring program	Training Packages Recoded to meet AQF Standards	

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBLED805 Plan and implement a mentoring program

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Performance Evidence

Evidence of the ability to:

- develop a mentoring program plan in consultation with others including:
 - establishing a management structure
 - determining support structures
 - establishing methods and resources to achieve designated outcomes
 - mentor and mentee selection process
- develop appropriate tools and resources for a mentoring program
- establish mentor-mentee policies and procedures
- coordinate mentor-mentee communications
- evaluate and document results of mentoring program.

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 the purposes and benefits of a mentoring program
- outline the components of a mentoring program plan
- explain mentoring program design principles
- explain the roles of a mentor and a mentee
- explain criteria that could be used to screen and match mentors and mentees
- identify legislation and organisational policies relevant to mentoring, including confidentiality and privacy requirements
- explain how resource requirements vary according to the mentoring program mode
- describe how mentoring program data is collected and where data is stored
- outline methods for evaluating and reporting on mentoring programs.

Assessment Conditions

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

- office equipment and resources
- relevant legislation and workplace documents
- case studies and, where available, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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