



Australian Government

PSPGEN123 Provide workplace mentoring

Release: 1

PSPGEN123 Provide workplace mentoring

Modification History

Supersedes and is not equivalent to PSPGEN035 Provide workplace mentoring.

Application

This unit describes the performance outcomes, skills and knowledge required to establish and develop a professional mentoring relationship.

This unit applies to workplace supervisors or other work colleagues who work under limited supervision and who have responsibility for mentoring one or more individuals in the workplace. It applies to those working in generalist and specialist roles within the public sector or in similar organisational contexts. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Establish the need for mentoring.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify the purpose of the mentoring relationship.
- 1.2. Clarify expectations and goals of the mentoring with the other party.
- 1.3. Identify and confirm skill sets that may be shared within the objectives of the mentoring relationship.
- 1.4. Negotiate and agree upon a mentoring agreement.

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| 2. Develop a mentoring plan. | <ul style="list-style-type: none">2.1. Identify the scope and boundaries of the mentoring.2.2. Establish ground rules and negotiate realistic expectations.2.3. Establish and maintain confidentiality of relationship.2.4. Manage the perceptions of others outside the mentoring relationship. |
| 3. Facilitate mentoring relationship. | <ul style="list-style-type: none">3.1. Share personal experiences and knowledge with the person being mentored, in accordance with agreed objectives.3.2. Support the person being mentored to develop skills in problem-solving and decision-making.3.3. Use personal and professional networks to assist the person being mentored.3.4. Assist the person being mentored to identify and access opportunities for development.3.5. Use techniques for resolving differences without damaging the relationship. |
| 4. Monitor mentoring relationship. | <ul style="list-style-type: none">4.1. Provide planning assistance and guidance as requested.4.2. Provide feedback on progress towards achieving mentoring goals.4.3. Recognise and discuss changes in the mentoring relationship.4.4. Negotiate and manage closure of the mentoring arrangement. |
| 5. Evaluate effectiveness of mentoring. | <ul style="list-style-type: none">5.1. Establish and discuss benefits gained from the mentoring process.5.2. Identify and report the benefits and outcomes of the mentoring arrangement for the organisation. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Initiative and enterprise skills to:

- seek out and review information related to work activities in which mentoring is to occur.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN035 Provide workplace mentoring.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN123 Provide workplace mentoring

Modification History

Supersedes and is not equivalent to PSPGEN035 Provide workplace mentoring.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and, for one mentoring relationship:

- set goals
- engage in relationship building including trust, confidentiality and rapport building
- use communication strategies, including listening, questioning, giving and receiving feedback
- prepare a mentoring plan between mentor and mentee that sets out clear objectives for a mentoring relationship with a specified term
- facilitate at least two mentoring sessions
- prepare a report, including feedback from both mentor and mentee identifying the outcomes of the mentoring arrangement and significance to the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to the provision of workplace mentoring in the public sector
- principles of equity and inclusion related to mentoring
- codes of conduct
- codes of ethics
- learning styles
- mentoring methodologies
- strategies for working with a mentee, including encouraging self-reflection, confidence and the building of rapport
- negotiation techniques within defined parameters of a mentoring framework
- acceptable behaviour in the mentoring relationship.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to the provision of workplace mentoring in the public sector
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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