



Australian Government

TLIM0004 Mentor individuals or small groups

Release: 1

TLIM0004 Mentor individuals or small groups

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to mentor individuals or small groups.

It includes preparing for and undertaking mentoring, providing practice opportunities as well as reviewing mentoring processes and progress. It includes developing the required workplace competence in other workers on a one-to-one or small group basis in an on-the-job environment.

This unit applies to experienced workers who take on a mentoring role.

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

Pre-requisite Unit

Not applicable.

Competency Field

M –Training and Assessment.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for mentoring

PERFORMANCE CRITERIA

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

1.1 Specific mentoring needs are identified and confirmed through consultation with appropriate personnel

1.2 Mentoring objectives are matched to identified development needs

- 1.3 Mentoring relationship is established with mentoring participants
 - 1.4 Mentoring approaches are planned, documented and agreed with mentoring participants
 - 1.5 Mentoring delivery methods are selected appropriate to mentoring participant needs, mentor availability, location and resources
 - 1.6 Confidentiality of the mentoring relationship is established and maintained in accordance with legislation, policy and procedures
- 2 Mentor in the workplace**
 - 2.1 Mentoring is conducted in a safe and accessible workplace environment
 - 2.2 Strategies and techniques are employed that facilitate the learning process
 - 2.3 Personal experiences and knowledge are shared with the participants being mentored on a regular basis to agreed objectives
 - 2.4 Mentoring objectives, sequence of activities and assessment processes are discussed with mentoring participants on a regular basis
 - 2.5 Systematic approach is taken to mentoring, which is regularly revised and modified to meet mentoring participant needs
- 3 Provide opportunities for practice**
 - 3.1 Practice opportunities are provided for participants
 - 3.2 Participants being mentored are supported to develop and use skills in problem solving and decision making
 - 3.3 Various methods for encouraging learning are implemented to meet mentoring the participant's needs
 - 3.4 Feedback to the participants being mentored is provided on progress towards achieving the expectations and goals of the mentoring process
- 4 Review mentoring**
 - 4.1 Mentoring participants are encouraged to evaluate own performance and mentoring experience, and to identify areas for improvement
 - 4.2 Own performance as a mentor is evaluated and areas for improvement are identified and acted upon
 - 4.3 Mentoring participants' readiness for assessment is monitored and assistance is provided to collect evidence of satisfactory

performance

- 4.4** Mentoring plan and processes are evaluated in context of self-assessment, mentoring participants feedback, evaluation of own performance, supervisor comments and measurements against participant's objectives
- 4.5** Mentoring details are recorded according to workplace and legislative requirements
- 4.6** Mentoring results are reviewed to guide further workplace mentoring

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIM4004 Mentor individuals or small groups.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIM0004 Mentor individuals or small groups

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and work practices
- building trust with mentoring participants
- communicating effectively using a range of strategies, including:
 - ensuring language used suits target audience
 - giving and receiving feedback both positive and constructive
 - active listening
 - questioning
- completing and maintaining required documentation and records
- developing effective planning documents
- ensuring currency of relevant legislative and regulatory knowledge
- maintaining confidentiality
- making recommendations for further mentoring opportunities
- encouraging mentoring participants
- planning for and managing contingencies
- sequencing mentoring activity in a way that facilitates the development of competence
- transferring and applying skills and knowledge to new contexts
- reviewing mentoring results.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- correct use of equipment and any other processes and procedures appropriate for mentoring
- confidential handling of performance issues
- identification of evidence of competency
- intended mentoring outcome
- job/role skills
- mentoring methodologies and strategies
- relevant legislation, regulations, codes of practice, standards, policies and procedures, including:
 - equal employment opportunity (EEO)
 - WHS/OHS and other workplace requirements
- relevant workplace tasks, skills and knowledge
- workplace:
 - application of relevant competencies
 - training plan for competency development.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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