



Australian Government

TLIM4004 Mentor individuals or small groups

Release: 1

TLIM4004 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 (two to five people) in the workplace.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Prepare for mentoring	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

participant/s

1.4 Mentoring approaches are planned, documented and agreed with mentoring participant/s

1.5 Mentoring delivery methods are selected appropriate to mentoring participant needs, mentor availability, location and resources

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 Mentoring objectives, sequence of activities and assessment processes are discussed with mentoring participant/s on a regular basis

2.4 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 participant/s

3.2 Various methods for encouraging learning are implemented to meet mentoring participant needs

4 Review mentoring

4.1 Mentoring participant/s 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 participant readiness for assessment is monitored and assistance is provided to collect evidence of satisfactory performance

4.4 Mentoring plan and process are evaluated in context of self-assessment, mentoring participant feedback, evaluation of own performance, supervisor comments and measurements against workplace objectives

4.5 Mentoring details are recorded according to enterprise and legislative requirements

4.6 Review results are used 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIM4004A 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 TLIM4004 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.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of 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 participant/s
- communicating effectively verbally and in writing using a range of strategies including:
 - ensuring language used suits target audience
 - giving and receiving feedback
 - 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
- motivating mentoring participant/s
- planning and managing time effectively
- planning for and managing contingencies
- providing high quality reports
- sequencing mentoring activity in a way that facilitates the development of competence
- transferring and applying skills and knowledge to new contexts
- working in a culturally diverse environment.

Knowledge Evidence

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

- 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
- ethical handling of performance issues
- identification of evidence of competency
- intended mentoring outcome
- job/role environment 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

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

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

Links

Companion Volume implementation guides are found in VETNet -

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