

## CHCORG627B

## Provide mentoring support to colleagues

### Descriptor

This unit describes the knowledge and skills required to act as a mentor to other individuals in the industry or workplace

### Employability Skills

This unit contains Employability Skills

### Application

The skills described in this unit may be applied across a range of community services workplace contexts

## ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Establish a relationship with *mentoree*

## PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

- 1.1 Use effective communication styles to develop trust, confidence and rapport
  - 1.2 Make agreements on how the mentoring relationship will be conducted including:
    - the amount of time involved for both parties
    - confidentiality of information
    - scope of issues to be covered
  - 1.3 Discuss and clarify expectations and goals with mentoree
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2. Offer mentoring support
    - 2.1 Assist the mentoree to identify and evaluate options to achieve agreed goals
    - 2.2 Share personal experiences and knowledge with the mentoree to assist in progress towards agreed goals
    - 2.3 Encourage the mentoree to make decisions and take responsibility for courses of action or solutions under consideration
    - 2.4 Provide supportive advice and assistance in a manner that allows mentoree to retain responsibility for achievement of their own goals
    - 2.5 Recognise and openly discuss *changes in the mentoring relationship*
    - 2.6 Make adjustments to the relationship to take account of the needs of both mentor and mentoree

## REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include:

- Communication skills in relation to listening supportively, questioning, providing feedback constructively, challenging limitations and non-verbal communication
- Significant knowledge and experience of the area of practice in which the mentoree operates

### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Apply understanding of the role and benefits of mentoring
- Use significant workplace knowledge and experience to assist another individual to achieve his or her agreed goals
- Demonstrate application of effective communication styles

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

- Demonstrate application of understanding of mentoring, its role and potential benefits
- Demonstrate application of communication skills including:
  - listening supportively
  - questioning
  - providing feedback constructively
  - challenging limitations
  - non-verbal communication

## 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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

*Mentoree may work within the same or different organisations as the mentor and:*

- The mentoring process may apply to any area of organisation or professional endeavour
- Expectation and goals for mentoring may include:
  - acquisition of specific skills
  - progress with overall development
  - individual professional and personal development

*Changes in the mentoring relationship may include:*

- Inability of one party to continue participation
- Identification of a need for assistance from others with different skills
- Achievement of goals and decision to conclude the relationship
- Changes in the dynamic of the relationship

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Assessment must ensure activities are conducted over a period of time in which the candidate provides mentoring support for a less experienced colleague

*Access and equity considerations:*

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

*Context of and specific resources for assessment:*

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged

*Method of assessment:*

- Assessment methods must be chosen to ensure that mentoring skills can be practically demonstrated
- Methods must include assessment of knowledge as well as practical skills and may include, for example:
  - evaluation of reports detailing mentoring activities undertaken by the candidate (taking account of confidentiality issues)
  - interview with the mentoree to evaluate the mentor's skills
  - oral or written questions to assess knowledge of the key concepts of mentoring
  - review of portfolio's of evidence and third party workplace reports of on-the-job performance by the candidate