

UNIT CODE	PSPGEN035
UNIT TITLE	Provide workplace mentoring
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to establish and develop a professional mentoring relationship.</p> <p>It 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. This unit applies to those working in generalist and specialist roles within the public sector.</p> <p>Those undertaking this unit would work independently, performing complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish the need for mentoring	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.

2. Develop a mentoring plan	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	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	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	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	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Reading skills to:	<ul style="list-style-type: none"> ■ use a variety of active, listening, questioning skills to , give and receive feedback.
Oral communication skills to:	<ul style="list-style-type: none"> ■ use a variety of active, listening, questioning skills to give and receive feedback.
UNIT MAPPING INFORMATION	This unit supersedes and is equivalent to PSPGEN035 Provide workplace mentoring.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN035 Provide workplace mentoring
--------------	--

PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ 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 the mentor and mentee that sets out clear objectives for a mentoring relationship with a specified term ■ facilitate at least three 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	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ public sector legislation including WHS and environment, regulations, policies, procedures and guidelines relating to the provision of workplace mentoring in the public sector ■ cultural diversity 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	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions</p> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to the provision of workplace mentoring, including organisation-specific documents ■ current workplace mentoring methodologies and strategies. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>

LINKS	Companion Volume Implementation Guide
-------	---------------------------------------