



the training
& learning co.

Mentor Guidance For Employers



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USEFUL CONTACT DETAILS

| TLC Head Office | | 01792 700611 | |
|-----------------|--|-------------------|--|
| Learning Coach | | Development Coach | |
| Name | | Name | |
| Email | | Email | |
| Phone | | Phone | |



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THE ROLE OF THE MENTOR

All Apprentices are required to have the support of a mentor throughout their apprenticeship. The Mentor's role is to act as a support and point of contact within the workplace and provide guidance to their student as and where appropriate. The mentor does not need to be the employer or even the apprentice's manager but someone with the relevant skills, qualifications, position and experience to be able to validate that the Apprentice is completing tasks in the correct way.

Mentors need to have the time and personal commitment to share their knowledge and best practice with Apprentices.

Mentors are strongly encouraged to enhance the apprentice's learning experience and induction to the workplace if they are new to the role by providing support in areas contextualise the work placement setting for the student by providing a briefing concerning such matters as:

- Policies (e.g. inclusion, anti-racist/equal opportunities policy)
- Health and Safety procedures
- Activities/events in the work setting
- General duties
- Rules and expectations of the Apprenticeship
- Roles and responsibilities of staff in the establishment
- Resources
- 20% off the job allocation



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Where possible, mentors are also encouraged to:

- Consult with their student about particular experiences they would like to gain whilst on working on their apprenticeship, for example where would they like to progress to once they have completed.
- Provide opportunities for the apprentice to carry out work related assignments as required in different modules e.g. observations, work based projects etc. and complete necessary paperwork as and where appropriate
- Be the first port of call if support is required by the apprentice
- Provide witness testimonies as and when required to confirm competence and ability in different roles.
- Support with the location of product evidence that will be needed as part of the learner portfolio
- Support with documentation and witness testimonies needed for the EPA (End Point Assessment)

20% OFF THE JOB TRAINING

Off-the-job training is defined as learning which is undertaken outside of day-to-day work duties and leads towards the achievement of the apprenticeship. This training takes place within the apprentice's normal (contracted) working hours. The off-the-job training must be directly relevant to the apprenticeship. Off-the-job training can take place at many locations including: the workplace, off-site (e.g. classroom) or from home via distance learning.

The off-the-job training activities can often take place at any location as part of a mixed training approach. The 20% off-the-job training provides the time to focus and develop the required skills, knowledge, and behaviours to achieve the apprenticeship.

There are lots of activities that can contribute to off-the-job training.

The key thing to remember is that it must be relevant to the apprenticeship. As a mentor you may be in a position to support the apprentice by allowing them to shadow you or providing opportunities for them to shadow other colleagues

Other examples of how the off-the-job time can be spent are:

- Classes and workshops
- Job shadowing
- Writing self-assessments
- Writing assignments
- Online learning and webinars
- Attending meetings
- Masterclasses
- Project work
- Revision
- Relevant reading
- Professional networks Events and competitions
- Peer discussions
- Visits to wider parts of the department
- Preparation for Assessments & Exams
- One-to-one tutorials (with apprenticeship coach, line manager or colleagues)



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How to schedule the 20% off-the job training

There should be a three-way discussion between the line manager, training provider and apprentice to decide at what point during the apprenticeship the training is best delivered. To give an example, this could be a proportion of every day, one day a week throughout, one week out of every five, or a proportion at the beginning, middle and end. Planning the time will depend on what is best for the business and the apprentice and on the technical or theoretical requirements of the apprenticeship.

ASSESSMENT METHODS

Each module consists of a variation of assessment methods – this combined showcase that the apprentice is competent in their job role. Their Portfolio of Evidence must include more than just indicators of achievement or demonstrations of competence. It should also capture evidence of the learning and skills development and the journey they have been on, as well as your reflections on their learning through witness testimonies and recorded discussion as and when appropriate.

Witness Testimonies

Pre Covid the apprentice's Learning Coach would come out and observe them carrying out day to day workplace activities. Due to current restrictions, this is no longer permitted, therefore Witness Testimonies are crucial. A Witness testimony is a useful way to authenticate work and to provide evidence that is difficult to capture in a physical form. As a mentor a vital part of your role will be to provide these testimonies or to support your apprentice to access another colleague who is able to do this in an instance where you can't.

Witness testimony acts as a way of supporting something the learner has done but cannot evidence. It will be supplementary to other evidence of the same knowledge, skills and behaviours, i.e. here is the evidence and here is a witness testimony saying that the learner also did the same thing at another time. Your Learning Coach will contact you as the mentor directly and ask you to provide clarification that the apprentice is competent to complete certain tasks, again these are always pre-planned.



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END POINT ASSESSMENT

End Point Assessment takes place on completion of the apprentice's programme of learning. It is a comprehensive holistic assessment of skills and knowledge against the whole apprenticeship standard. The Apprentice will be guided through this process with their Development Coach.

Before an apprentice embarks on the End-Point Assessment for the Adult Care Worker Standard, they must achieve the following:

- Level 2 Diploma in Health and Social Care Qualification (Adult Care Worker) or Level 3 Diploma in Health and Social Care Qualification (Lead Adult Care Worker)
- Complete the care certificate
- Achieve a Level 1 literacy and numeracy for the Adult Care Worker or Achieve a Level 2 Literacy and Numeracy for the Lead Adult Care Worker.

Once all the necessary checks have been done and the appropriate elements of the apprenticeship completed, the end-point assessment can begin. The end point assessment is made up of:

- 50% Situational Judgement Test
- 50% Professional Discussion

The situational judgement test will take the form of a multiple-choice test (60 questions). The assessment will normally be taken online under controlled conditions with a time limit of 60 minutes applied.

A professional discussion will be undertaken with an independent assessor. The discussion will be of no more than 45 minutes duration.

Candidates can only apply to undertake the discussion component once the multiple-choice assessment has been achieved. The discussion will draw questions and amplifications from prior learning and experience including, where applicable, the candidate's self-assessment and supporting evidence including testimony from users of services and a sample of standardised candidate questions asked of every apprentice candidate in the interview.

Apprentices Induction Guide Grading

The apprentice must pass the situational judgement test and grading is as follows:

40 correct answers Pass

50 or more correct answers Merit

55 or more correct answers Distinction

To be ready for The End-Point assessment the apprentice must have completed a minimum of 12-month Health and Social Care apprenticeship programme and have successfully completed all elements within their apprenticeship qualification. On successful completion of the End-Point Assessment, each apprentice will receive their apprenticeship certificate from ACE in addition to their certificates to the awarding body.



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