CCSCCS18
Peer training and mentoring

Overview

This unit is about peer mentoring. It is about supporting and aiding the development of those who work alongside you. You will be required to agree the goals of the training/mentoring sessions and work with groups or individuals to support the learning process. You must be able to provide constructive feedback to others as well as reflection on your contribution to the learning/mentoring process and how that might be improved.

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Performance criteria

You must be able to:

P1 identify opportunities for peer training and/or mentoring

P2 investigate a peer training or mentoring situation and evaluate which types of learning would be most effective for the individual/group

P3 explain your role as trainer/mentor

P4 behave in a way that demonstrates your acceptance of the learner you are supporting

P5 agree the boundaries of the training and/or mentoring relationship and understand how they will be recognised and maintained

P6 you will be sensitive to the need for confidentiality

P7 agree with the learner/s their responsibility for their own personal development

P8 agree the goals of each training or mentoring session

P9 ensure appropriate resources are in place to support the training or mentoring processes

P10 work with groups or individuals to undertake the learning

P11 give constructive feedback on the learning process

P12 maintain records of interactions in appropriate format in line with organisational procedures

P13 monitor, review and evaluate the effects of training or mentoring

P14 reflect on your contribution to the learning/mentoring processes

P15 Agree what further support or help learners may need and plan with them how it can be accessed

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Knowledge and understanding

You need to know and understand:

K1   how to identify an appropriate training or mentoring need

K2   which types of learning are best achieved and supported by peer training or mentoring

K3   what your role as trainer/mentor might be

K4   ways to behave that are welcoming and demonstrate non-judgemental acceptance of the learner

K5   the potential impact of your own attitudes and behaviours on your work with the learner

K6   ways of combating bias and stereotyping

K7   understand the benefits of peer training and mentoring

K8   the boundaries of confidentiality in terms of organisational policy or legal requirement

K9   ways to agree with the learner their responsibility for their own personal development

K10   how to set goals and manage expectations

K11   how to prepare resources and use appropriate language for learning

K12   how to explain and agree your own role as a trainer or mentor

K13   the importance of maintaining ethical relationships

K14   what information should be recorded and how it should be recorded in line with your organisation's policy and operational procedures

K15   how to give appropriate informative feedback and when to refer to your peer for support

K16   how to organise consultation and evaluation

K17   your organisation's procedures for signposting to additional or alternative sources of support

K18   how your own thoughts, feelings and emotional reactions may impact on the learning process

K19   how to manage your own issues and develop strategies to minimise their impact on the learning process and its outcomes

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