



# MENTOR GUIDE



# MENTORING AN APPRENTICE

## What is a mentor?

A mentor is someone who helps an apprentice develop new skills and knowledge in the workplace. Mentors do not need to be qualified trainers but they do need to be present, pass on their skills and knowledge, show support and provide a listening ear to a learner during their apprenticeship. Being a mentor can have its challenges, but it can also be very rewarding, as the mentor plays a key part in an apprentice's development and achievements.

### Personal attributes of a good mentor include:

- The ability to listen
- Openness and commitment to be a mentor – it can be a learning experience for both parties
- Good time management and self-management skills
- Relevant knowledge and experience to be able to provide the right level of support
- An honest and considerate approach to giving feedback and asking challenging questions including the ability to give constructive feedback
- Ability to identify learning opportunities

## Main initial responsibilities

As a mentor you are there in the role of supportive colleague and friendly face. Your role as a mentor will be varied depending on the apprentices chosen specialism, but could involve some or all of the following:

- Helping the apprentice with customer queries
- Answering questions – often more than once
- Provide information, signpost information and provide informal support
- Showing them how to do aspects of their role
- Helping them to understand the formal and informal culture and structures of the business



## Remit can assist mentors with suggested work activities that will fit in with the structure of their apprenticeship

Remit has created a 'learner journey' for each apprentice. This sets out the typical work activities that the apprentice should be involved in month by month during the apprenticeship. It is a very useful source of information for the mentor in ensuring their apprentice is developing the required knowledge and experience.

The Remit Development Coach can explain the learner journey and the tasks required and give all necessary support and advice to the mentor. They can also assist the mentor in encouraging their apprentice to log workplace learning in the apprentice's electronic portfolio.

All apprenticeships need to show evidence that 20% of learning is 'off the job'. A certain amount of off the job learning would include the training and learning provided by the workplace mentor. Recording of this relies on the Remit Development Coach confirming with the mentor that learning has taken place.

## 20% OFF THE JOB TRAINING AND LEARNING



### Practical training

- Mentoring
- Work shadowing
- Attending events
- Masterclasses
- Putting new skills into practice
- Using a new piece of equipment

### Teaching of theory

- Online training FUSE
- Webinars
- Legislative training
- Online CPL training
- Completion of any new training in the work place
- Understanding a new process

### Written exercises

- Project work
- Writing of assignments



## Interested?

If you are interested please contact Remit via the following link:

[www.remit.co.uk/starpubs](http://www.remit.co.uk/starpubs)



[training@starpubs.co.uk](mailto:training@starpubs.co.uk)



0115 975 9550

[star.apprenticeships@remit.co.uk](mailto:star.apprenticeships@remit.co.uk)

[www.remit.co.uk](http://www.remit.co.uk)