

ILM Level 3 Award in Effective Mentoring

The Level 3 Certificate is a 10 week course with an additional 2 hours allocated for tutor supervision sessions. Accredited by the Institute of Leadership and Management (ILM), the Level 3 Certificate in Effective Mentoring has been designed to support those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring in a range of situations, such as organisational, the voluntary sector, community groups etc.

Course Overview

The classroom taught units are made up of a range of key mentoring skills, with a focus on:

- Understanding good practice in mentoring within an organisational context
- Undertaking mentoring within an organisational context
- Reflecting on mentoring skills within an organisational context

These combined modules will give you a toolkit of practical tools and techniques which will make a practical difference to your daily mentoring requirements.

The first part of the course is run over 7 lively workshop days. These days are both theory and practice based and are aimed at giving you the underpinning knowledge and confidence in your ability required to become a great mentor.

You will then produce a written assignment of between 2500-3500 words for unit 1 – Understanding good practice in mentoring. And you will then plan and complete a minimum of 12 x 1 hour mentoring sessions for unit 2 – Undertaking mentoring within an organisational context, where you will keep records of the sessions and reflect on their effectiveness.

You will then attend a further 3 workshop days where we practice your mentoring further and look at areas of mentoring such as reflection and personal professional development.

You will also complete 2 x 1 hour supervision sessions with your tutor to review your own performance and then discuss and plan your future development areas - this will help you complete Unit 3 - Reflecting on mentoring skills within an organisational context.

On completion of the course you will be able to:

- Describe the purpose of effective mentoring within an organisational context
- Explain the roles and responsibilities of an effective mentor
- Identify the skills, knowledge and behaviours required of an effective mentor
- Identify how to overcome potential barriers to mentoring
- Identify methods to initiate a productive working relationship with an individual
- Explain the rationale for and process of contracting in mentoring
- Describe what represents safe and ethical practice in mentoring
- Explain how to manage a mentoring process using a recognised mentoring model

- Describe a range of mentoring tools or techniques that can be used to identify preferences and agree goals or outcomes to facilitate the mentoring process
- Explain methods for monitoring and reviewing progress towards goals
- Explain the purpose of mentoring records for mentor and mentee
- Justify the importance of reflective practice and supervision within a mentoring context
- Produce a plan for effective mentoring to take place for 6 hours
- Agree appropriate topics, goals and/or outcomes relevant to the context of individual(s) being mentored
- Agree an appropriate and confidential contract with individual(s) and other stakeholders
- Use diagnostic or assessment tools to effectively mentor within an organisational context
- Use a recognised model of mentoring during the mentoring process which supports the individual to achieve their goals
- Demonstrate the knowledge, skills and behaviours of an effective and ethical mentor, including communication techniques of questioning and listening
- Record an auditable mentoring process from initial contact to completion
- Reflect on each session and identify key learning to support continuous professional development
- Gather ongoing feedback on effectiveness of their mentoring for each session and show evidence of this
- Review and evidence own ability to use effective communication skills, including questioning, listening and giving feedback in order to facilitate mentoring practice
- Summarise the outcomes of ongoing supervision for a minimum of 1 session of effective mentoring to improve practice
- Examine the effectiveness of their own mentoring practice based on evidence, including records, supervision and feedback
- Identify own strengths and areas for improvement of their own knowledge, skills and behaviour, including communication and interpersonal skills
- Review own mentoring ability to identify future development opportunities, including the use of questioning, listening and communication strategies
- Produce a relevant development plan covering a minimum of 6 months, including timescales and measures of success

Course assessment requirements:

- Unit 1 requires you to complete an assignment of approx. 2500 - 3500 words
- Unit 2 requires you to plan, prepare and carry out 12 hours of mentoring in your workplace, which will enable completion of your portfolio of evidence
- Unit 3 requires you to reflect on your mentoring sessions using feedback from your tutor and your mentee and devise a personal development plan that covers a minimum of 6 months