



Fully-accredited Service Provider with the ETDP SETA, No ETDP-581-PAA-310504-FO179

## **TRAINING**

### **MENTORSHIP & COACHING**

With the advent of learnerships in the workplaces and according to SAQA legislation, the function of the mentor has become increasingly important. While many organisations have informal mentorship programmes in place, the necessity for implementing a formalised mentorship system has become apparent to those involved in learnerships at all NQF levels.

The mentor/coach is an experienced person who is paired with a lesser skilled individual in the workplace in order to assist with the professional and personal development of this employee.

The activities which the mentor/coach undertakes are many and varied, including serving as a confidant; assisting with career pathing; acting as a source of information; and giving constructive feedback to the person being mentored, while still addressing the learner's learning needs .

The mentor is intimately involved in the development of young and/or inexperienced employees with a view to producing more productive and better balanced citizens for South Africa.

*This programme is aimed at providing appropriate theoretical and practical training interventions to enable individuals to effectively execute the activities related to mentoring/coaching learners in the workplace.*

*The programme comprises 3 unit standards totaling 15 credits at NQF levels 3, 4, & 5, which are covered in a 4-day intensive small-group training intervention:*

- Assist and Support Learners to manage their learning experience, (US Number 117865, Level 4, 5 credits);
- Guide learners about their learning, assessment and recognition opportunities, (US Number 117874, Level 5, 6 credits)
- Perform one-to-one Training on the job (US Number 117877, NQF Level 3, 4 credits)

*Experienced facilitators conduct the workshops and the theoretical components are further enhanced by the introduction of many practical examples of the different duties required of the individuals who act as mentors in the workplace.*

Assessment requirements are:

- An open-book knowledge test
- a detailed portfolio of evidence, which needs to be submitted within 6 months of the training.

### **HOW THE TRAINING PROCESS WORKS**

1. Registration for training in one of the venues nationwide with the Edutel Office @ 011 760 4252
2. Complete the 4-day learning programme
3. Write the knowledge test within two months of the training having taken place
4. Complete the portfolio of evidence within 6 months of the training
5. Submit the portfolio for assessment
6. Successful candidates' results are submitted to the ETDP SETA
7. Certificates of Competence are issued to competent Learners
8. All NQF credits for competent learners are registered on the National Learner Records Database (NLRD) for future reference, and credit for further training in future.

#### **Issues addressed during the programme:**

- Responsibilities of the mentor/coach
- Difference between coaching and mentoring
- Supporting activities
- Identifying the learner who requires support
- Working with a learner on a continuous basis
- Communicating with other roleplayers in the workplace
- Specific basic counselling skills

**please visit our website:**  
<http://www.edutel.co.za>

**COSTS**  
**R5 860.80**

The course fee includes the training, study material and assessment. Lunch and refreshments are included. Accommodation or travelling arrangements and expenses are the responsibility of the candidate.

**FURTHER ENQUIRIES**  
Jenny or Karla 011 760 4252