

ROLE OF THE WORKPLACE MENTOR

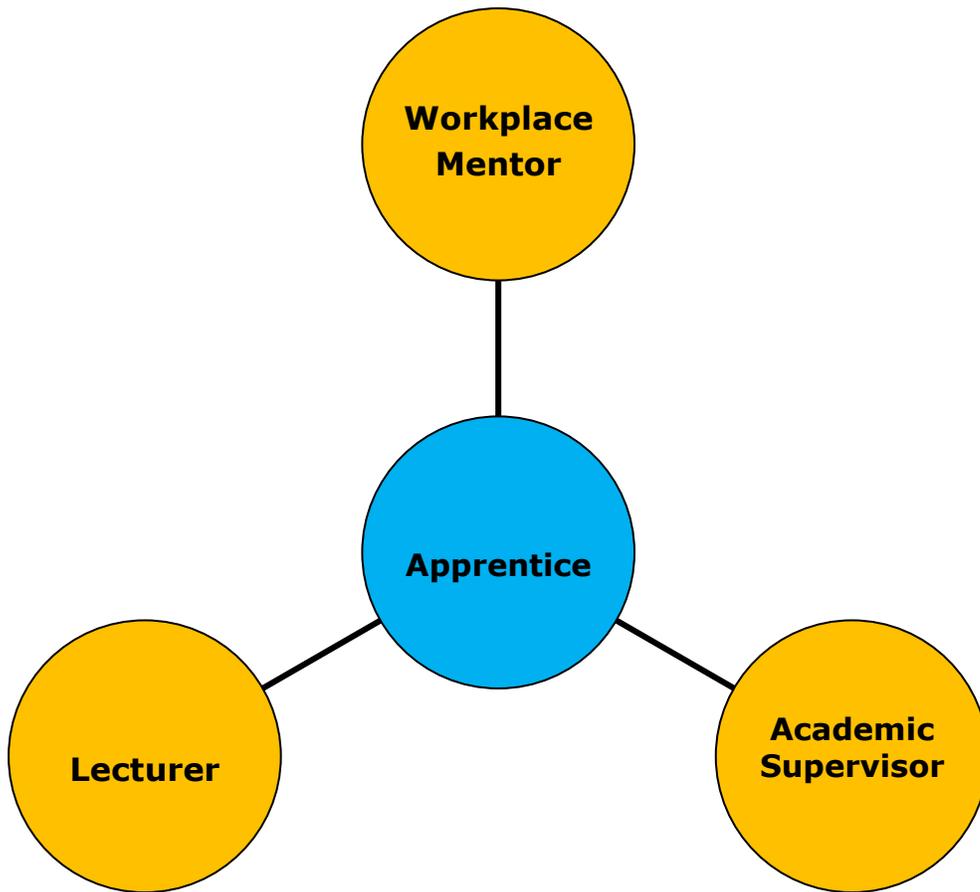
(BRIEF GUIDE)

**RECRUITMENT EXECUTIVE
APPRENTICESHIP**

**BA (HONS) IN
RECRUITMENT PRACTICE
2020/2021**

KEY APPRENTICESHIP SUPPORTS

Each apprentice will be directly supported in their learning by their module Lecturer, Academic Supervisor, and Workplace Mentor.



LECTURER

Lecturers deliver core modules on the programme. They will devise learning activities, and set and mark assessments.

ACADEMIC SUPERVISOR

The Academic Supervisor will deliver and assess Work-based modules on the apprenticeship, and also act as a point of contact for queries, supporting both the Workplace Mentor and Apprentice. The Academic Supervisor maintains overall responsibility for each apprentice's progression during their time on the programme. The Academic Supervisor can help support mentoring arrangements, provide backup, briefing, training, and provide action plans for the apprentice.

The Academic Supervisor will supervise the completion of the apprentice's Work Based Learning modules. The Academic Supervisor will meet with a small number of allocated Apprentices each week (i.e. up to 10 learners) for one hour during the Portfolio Building Tutorial class timetabled. The Work Based Learning modules run for the length of the academic year, and consequently it is important that the completion of these is monitored and the generation of evidence by the learner is evenly balanced throughout the year. In addition, the Portfolio Building Tutorial will present an opportunity to build a community of practice, sharing, brainstorming and discussing ideas and approaches to generating evidence for the completion of the portfolio.

The Academic Supervisor will contact the Workplace Mentor at least once per semester to discuss the progress of the apprentice. This also gives the opportunity for the Workplace Mentor to raise any issues or ask for any supports they need in being a mentor.

WORKPLACE MENTOR

The Workplace Mentor is appointed by the employer and should be an experienced recruitment professional with at least 3 years of professional practice. The Workplace Mentor should hold a management / supervisory position in the organisation, but does not have to be the apprentice's line manager. A Workplace Mentor can supervise more than one apprentice, although must be conscious of the commitment needed in supervising multiple apprentices.

The Workplace Mentor acts as a guide through the on-the-job aspect of the apprenticeship programme. The Mentor will use their specific organisational and industry knowledge to guide the apprentice, helping to navigate corporate culture, open up new learning opportunities, and gain confidence in the application of learning from all modules on the programme. The Apprentice, and not the Workplace Mentor, is responsible for academic work, conduct and progress on the apprenticeship.

Workplace Mentor supports:

- Workplace Mentor Training Day

Each new Mentor will attend one day of training at NCI on the role and responsibilities of being a Workplace Mentor.

- Workplace Mentor Meetings

A Workplace Mentor Meeting will takeplace each semester at NCI (or virtually is restrictions are in place). This will be an opportunity to evaluate programme delivery, advise of new developments, and get feedback from Mentors.

- Academic Supervisor

The Academic Supervisor will act as a support for the Workplace Mentor. The Mentor can contact at any point in the programme with any queries or concerns. In addition, the Academic Supervisor will contact the Mentor at least once per semester to discuss the progress of the apprentice.

The Role of the Workplace Mentor

The apprentice's interests are paramount in the mentoring relationship. The role of the mentor is to:

- Build an open and honest relationship and create an atmosphere where the apprentice feels safe to try out different ways of doing things;
- Meet with the apprentice each week;
- Provide feedback on assessment submissions made to the ePortfolio (work-based assessments only);
- Attend Mentor Training and Mentor meetings twice per year at NCI;
- Communicate with the NCI Academic Supervisor once per semester (this may be a physical or virtual meeting, or telephone call)
- Support and encourage the apprentice's personal development and learning by giving confidential feedback to reinforce what the apprentice does well, and help in areas where he/she wants to develop;
- Help the apprentice to take increasing initiative for his/her own learning and development and to take increasing responsibility for managing the mentoring relationship;
- Fully understand what subjects the apprentice is covering whilst at college and reinforcing this within the workplace;
- Challenge the apprentice to tell or demonstrate what he/she has learnt and correct any misunderstandings and reinforce the knowledge gained;
- Try to facilitate the apprentice in working on tasks that relate to the subject recently taught at the college;
- Discuss with the apprentice what assignments he/she needs to complete and ask them to tell you how they will go about it;
- Discuss with his/her Academic Supervisor what evidence is required and try to help them to gain it through task allocation;
- Share your experiences of interesting and challenging jobs with your apprentice to create enthusiasm in these areas;
- Address any issues of attendance, performance, or non-submission.

TOP TEN ATTRIBUTES FOR A RECRUITMENT EXECUTIVE APPRENTICE

Below is a list of attributes that are perceived to be most influential in success and retention as a Recruitment Executive apprentice. There is no hierarchy in the listing order.

1. Perseverance / Resilience
2. Initiative / Creative thinking
3. Critical thinking
4. Communication skills (verbal & written)
5. Attention to detail
6. Reflection / Self-Assessment
7. Planning and Organising
8. Independence
9. Openness to New Experience
10. Working with others

TOP CHARACTERISTICS FOR A RECRUITMENT EXECUTIVE WORKPLACE MENTOR

Below is a list of characteristics that are perceived to be most influential in success for a Workplace Mentor, mentoring an apprentice on the Recruitment Executive programme. There is no hierarchy in the listing order.

1. Minimum of 3 years' experience (specified in QQI Validation)
2. Holds Supervisory / Management level position (specified in QQI Validation)
3. Wishes to be a Mentor voluntarily
4. Works well with others – needs to work with internally with apprentice, and externally with Academic Supervisor
5. Flexible to requests for support – from the apprentice, and from NCI
6. Able to discuss issues in confidence

7. Willing to seek new opportunities and experiences for the apprentice
8. Willing to facilitate learning and assessment activities
9. Willing to engage in Mentor training and meetings at NCI
10. Willing to use the apprenticeship ePortfolio and provide written feedback in a timely manner
11. Able to encourage, inspire and lead by example
12. Able to deliver positive feedback / communication (verbal & written), particularly when providing feedback to the apprentice face-to-face, and also on the ePortfolio
13. Responds to communication from NCI in a timely manner
14. Is an advocate for the apprentice, and the apprenticeship programme
15. Wants to engage in their own self-development
16. Willing to meet the apprentice weekly for approximately 30 minutes during the academic year.

***The information contained in this guide is correct at time of going to print. The information contained therein is subject to change without notice.**