

Coaching and Mentoring Training Programme

Unit Standards covered in this programme:

- 114215, Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path. NQF Level 4, 3 Credits
- 117877, Perform one-to-one training on the job. NQF Level 3, 4 Credits
- 7 Credits in Total

Accreditation for this Programme:

- Education, Training and Development Practices Sector (ETDP SETA) Accredited: ETDP10602

Overview

This accredited Coaching and Mentoring Training Programme is ideal for those who wish to coach and mentor within the workplace or any setting where one-on-one coaching and mentoring is required. This programme equips learners with the necessary knowledge and skill to coach and mentor successfully in settings where one-on-one or group coaching and mentoring is required. This includes companies offering learnerships and apprenticeships.

Please see the course content and outcomes on page 4.

What do Coaches and Mentors Do?

A coach:

- Performs one-on-one training in the workplace.
- Assists learners/interns/employees with the acquisition of practical skills in the workplace.
- Ensures that learners/interns/employees are ready for assessment.

A mentor:

- Guides and supports a newly appointed employee or learner in the workplace.
- Guides employees on their career path within a company.

Who Should Attend the Training?

- Those who wish to gain a formal accredited qualification for Coaching and Mentoring.
- Coaches, Mentors, Facilitators and Assessors.
- Human Resource Managers, Managers & Supervisors.
- Those involved with learnerships and apprenticeships.

What Are the Benefits?

For the Individual	For the Company
<ul style="list-style-type: none"> • Gains a formal qualification in Coaching and Mentoring • Credits towards a full qualification • Improves employability • Allows the individual to share knowledge and experience • Gains a formal accredited qualification in Coaching in Mentoring. • Enhances employability. 	<ul style="list-style-type: none"> • Effective training in the workplace • Have a registered/qualified Coaches and Mentors • Implement skills development • Identify and address skills gaps • Improve productivity • Assistance with learnerships and apprenticeships • Inhouse training saves time • Ensure that employees are ready for assessment • Registered employers are able to claim skills levies for staff attending this training programme.

Entry Requirements

- NQF level 3.
- Learners must already be competent in terms of the learning area in which they will provide training.

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Accreditations: QCTO | ETDP SETA | MICT SETA | Services SETA | SABPP

Duration and Methods of Completion

Training is provided for corporates and individuals. There are various methods such as:

Method	Duration	Comments
1. Class Attendance (2 Day) Portfolio of Evidence (PoE) completed after the training.	2 Days	<ul style="list-style-type: none"> Presented at ENJO Consultants, Centurion. Attendance dates to be selected from the training schedule. Training can also be presented at the client site for groups (please contact us for a quote for this option).
2. Online Virtual Attendance (2 Day) Portfolio of Evidence (PoE) completed after the training.	2 Days	<ul style="list-style-type: none"> Training is presented live via a platform such as Zoom or MS Teams. Attendance dates to be selected from the training schedule. Training can also be presented for groups for a client (please contact us for a quote for this option).
3. Class Attendance or Virtual Attendance (5 Day) Portfolio of Evidence (PoE) building takes place during the 5-day training.	5 Days	<ul style="list-style-type: none"> The 5-day option is for clients who specifically request the training for groups of 5 or more persons to take place over 5 days to incorporate portfolio building in class. Training can also be presented at the client site for groups (please contact us for a quote for this option).
4. Distance Learning (Self-Study) 3 months will be granted for the completion of the portfolio; however, the portfolio can be submitted sooner if completed.	3 months the portfolio can be submitted sooner if completed.	<ul style="list-style-type: none"> The learning material will be provided to the learner upon enrolment. Although the distance learning option is offered, class or virtual attendance is highly recommended.
5. Recognition of Prior Learning (RPL).		<ul style="list-style-type: none"> Qualifying persons can complete this training programme as RPL. A RPL Portfolio will be completed.

Learning Material and Templates

The learning material consists of:

- Learner Guide
- Templates and Examples are included in the Learner Guide
- Portfolio of Evidence

Does One Need to Write Exams?

No, one does not need to write exams, the Portfolio of Evidence will be assessed to determine competence.

What is a Portfolio of Evidence (PoE)?

- As the name implies, the Portfolio contains different types of evidence for different purposes.
- The Portfolio of Evidence contains various questions and activities which are completed by the learner.
- The Portfolio of Evidence contains evidence of the learner's ability to apply the newly acquired knowledge and skills in the workplace.
- All questions in the Portfolio of Evidence are covered in the Learner Guide.

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Assessment, Verification and Certification

- The Portfolio of Evidence will be assessed by a registered assessor.
- During assessment the assessor measures the evidence the learner submitted against the outcomes and criteria of the unit standard/qualification; compiles a report and if needed, contacts the learner for additional evidence.
- Once the learner is declared competent, the assessor will forward the assessment report to the learner and the Portfolio of Evidence will be submitted to the ENJO Moderator for moderation.
- On successful completion, ENJO Consultants will upload the learner's results onto the ETDP database.
- Results need to be verified by the SETA before the Statement of Results (SoR) and Certificate are issued.
- The ETDP SETA will capture the learner's results on the National Learner Record Database (NLRD) and issue a Statement of Results (SoR) that will reflect the credits earned.
- ENJO Consultants will then forward the certificate and Statement of Results to the client/learner.

Coaching and Mentoring Training: Unit Standards & Outcomes

SAQA US ID:	Unit Standard Title	NQF Level	Credits	Outcomes
114215	Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path.	4	3	<ol style="list-style-type: none"> 1. Explain the concept of mentoring. 2. Describe the characteristics of a good mentor. 3. Explain the importance of knowledge in mentoring. 4. Apply the skills and techniques required of a mentor.
117877	Perform one-to-one training on the job.	3	4	<ol style="list-style-type: none"> 1. Prepare for one-to-one training on the job. 2. Conduct training sessions. 3. Monitor and report on learner progress. 4. Review training.

Outcomes

Study Unit 1: Concept of Mentoring – The Concept of Mentoring is Explained

What is Mentoring
The Difference Between Mentoring, Coaching, Counselling and Training
The Roles and Responsibilities of the Mentor
Written Contracts, Codes of Ethics and Setting Boundaries

Study Unit 2: Characteristics of A Good Mentor

Characteristics of a Good Mentor and Communication in the Mentoring Process
Different Types of Mentoring
Consequences of A Mismatch
What are the Potential Risks Concerning Mentoring?
Dealing with Conflict

Study Unit 3: The Importance of Knowledge in Mentoring

The Importance of Knowledge and Experience in Mentoring
Asking Questions to Determine Knowledge Levels
The Knowledge Gap
Gathering Information to Determine Knowledge Gaps

Study Unit 4: Apply The Skills and Techniques Required of a Mentor

Interpersonal Communication Skills Required of a Mentor

Developing A Mentoring Plan
Feedback on Progress
Feedback Techniques

Study Unit 5: Prepare for One-To-One Training On the Job 1

Learning Barriers and Different Learning Styles

Study Unit 6: Prepare for One-To-One Training On the Job 2

Pre-Assessment Meetings and Training Sessions
Practice Makes Perfect
Language of Learning

Study Unit 7: Monitor and Report on Learner Progress

Monitoring Performance
Reports and Recommendations
Why is Reporting Important?

Study Unit 8: Review Training

Reviewing The Training
Strengths and Weaknesses
Preparation for Assessment
Implementation
Feedback

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