

Coaching and Mentoring Training Programme

Duration: 2 Days

Credits: 7

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*

Accreditation for this Programme:

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

Overview

The 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.



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 wishing to attend a SETA accredited training programme on coaching and mentoring.
- Those who wish to gain a formal qualification for Coaching and Mentoring.
- Coaches, Mentors, Facilitators and Assessors.
- Those involved with coaching and mentoring and/or learnerships and apprenticeships in the workplace.
- Human Resource Managers, Managers & Supervisors.
- People who have been tasked with inducting, coaching or mentoring new entrants into the workplace.

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 • Change in career focus • SETA Accredited Training Programme 	<ul style="list-style-type: none"> • Have a registered/qualified Coaches and Mentors • Implement skills development • Identify and address skills gaps • Improve productivity • Can assist with coaching and mentoring those completing learnerships and apprenticeships • Limit time away from work due to employees having to go for training • Ensure that employees are ready for assessment

ENJO Consultants (Pty) Ltd

Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543

Web: www.enjoconsultants.co.za | Email: info@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Centurion Close, 119 Gerhard Street, Centurion, 0157, Gauteng

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For the Individual	For the Company
<ul style="list-style-type: none"> SACE has endorsed ENJO Consultants Coaching and Mentoring training and allocated 10 CPTD points towards the PPDPA for educators who successfully complete the programme. Allows the individual to register as a coach and mentor with COMENSA. 	<ul style="list-style-type: none"> Assist in career development plans Improved BEE scorecard Employers who are registered to claim skills levies will be able to claim skills levies when sending their staff on this training programme.

How does one become a Coach and Mentor?

- Attend a Coaching and Mentoring Training Programme.
- Qualify as a Coach and Mentor.
- Register as a Coach and Mentor with COMENSA (optional).

What are the entry requirements?

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

How is this training programme completed and what is the duration?

- This qualification can be completed either through class attendance, distance learning or Recognition of Prior Learning (RPL).
- Support is available to learners via Skype, email, phone or setting up an appointment to meet with one of our facilitators for guidance.
- Training is provided for corporates and individuals.

What does the class attendance Coaching and Mentoring Training Programme entail?

- A 2-day interactive training programme (discussions, role play, practical application).
- Portfolio of Evidence submission within 3 months after the training.

What does the distance learning Coaching and Mentoring Training Programme entail?

- Learners will be required to work through the Learner Guide and Portfolio of Evidence.
- The learner will be required to submit the Portfolio of Evidence for assessment within 3 months after receiving the learning material.

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.

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- 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.

Does one need to write exams?

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

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.
- When 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.

How do I know that ENJO Consultants Coaching and Mentoring training is recognised?

- ENJO Consultants are accredited with the ETDP SETA to offer this programme: Accreditation No: ETDP10602.
- SACE endorses the ENJO Consultants Coaching and Mentoring training. Educators who have successfully completed the programme will be awarded 10 CPTD points.

Where does the training take place?

- ENJO Consultants: Company and Individual Bookings – training takes place according to scheduled dates.
- ENJO Consultants: Group Bookings – training can be scheduled for groups at ENJO Consultants on dates mutually agreed upon with the client.
- Other/Client Site: Training can be presented at various training venues or at the client site depending on numbers and suitability of the venue.

Bookings & Enquiries

Please contact us for further information, quotes or to make a booking.

Email: training@enjoconsultants.co.za

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Coaching and Mentoring Training Programme Unit Standards & Outline

The training covers the following registered unit standards:

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.

Outline

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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