

## Requirements of a Workplace Mentor

A prerequisite of the SFJ Awards qualifications are that the learner needs to have in place the agreement of a named person to be a Workplace Mentor. This needs to be one named person and they need to be competent in Fire Sprinkler installation. This could be a Supervisor, Manager, Project Manager or other Competent person.

As qualifications provided by the RSA Academy have a requirement to demonstrate workplace competency, Workplace Mentors have a key role to play in ensuring that the learner is provided the necessary support to achieve the qualification.

To complete SFJ Awards qualifications there is a need to demonstrate practical installation activities under supervision, the Workplace Mentor is well placed to ensure competency is being achieved.

The following provides information to the Workplace Mentor of the expectation from the RSA Academy for those fulfilling the role.

### **Guidance and support**

Workplace Mentors provide guidance and support to their Learners and offer assistance that develops and supports the skills required to complete the RSA Academy course in the workplace.

They carry out the following responsibilities:

- a) Providing guidance and support:  
Workplace Mentors offer valuable advice and assistance, sharing their knowledge and experience to help their learners in the development journey.
- b) Identifies opportunities:  
A Workplace Mentor discusses the assessment with their learner to identify correct activities to be undertaken.
- c) Offering constructive feedback:  
Workplace Mentors provide feedback on the learner's performance, highlighting areas for improvement and acknowledging their achievements.
- d) Providing supporting evidence?  
The Workplace Mentor will provide a written witness statement confirming that the learner has met all the requirements of the competency elements of the qualification.

### **Motivation and empowerment**

Workplace Mentors play a vital role in supporting the learner during the evidence gathering stage of the qualification. Their roles in motivating and supporting their Learners are as follows:

- a) Building confidence and motivation:

Workplace Mentors inspire and motivate their learners to believe in themselves and their abilities.

- b) Acting as a role model:  
By leading and setting up an example, Workplace Mentors demonstrate positive values and qualities, providing inspiration and guidance and support for their learners.
- c) Celebrating success together:  
Workplace Mentors share in their learners' accomplishments which enhances the work of the company for the benefit of their customers.
- d) Providing encouragement during setbacks:  
Not all assessment activities may be completed correctly first time, Workplace Mentors offer support and encouragement and review any feedback from assessors to support on the correct course of action.

### **Skill development**

A Workplace Mentors' guidance goes beyond knowledge-sharing. It encompasses cultivating skills and abilities, empowering learners to unlock their potential and develop critical thinking. The roles they play in skill development are as follows:

- a) Cultivating problem-solving abilities:  
Workplace Mentors encourage critical thinking and problem-solving skills, enabling learners to tackle challenges with a positive mindset.
- b) Instilling responsibility and accountability:  
Workplace Mentors teach learners the importance of taking ownership of their actions and decisions, instilling a sense of responsibility and accountability.

### **Conclusion**

The Role of a Workplace Mentor is vital in supporting the learners to achieve the qualification, Workplace mentors should uphold the values of the RSA Academy to ensure that highest standards are always met.