

# **MENTOR HANDBOOK**

**2018-19**



**Qualified Education Ltd**

[www.qualified-education.co.uk](http://www.qualified-education.co.uk)  
[hello@qualified-education.co.uk](mailto:hello@qualified-education.co.uk)  
01603 55 23 13

# Contents

Welcome to Qualified Education .....	2
The role of the mentor .....	2
.....	3
Mentor qualifications.....	3
e-portfolio.....	3
Observation by an Assessor .....	4
Expert Witness Testimony (EWT) .....	4
Reflective Accounts (RA) .....	4
Other Evidence .....	5
Observation by an Assessor .....	5
Appendix 1 – Example Reflective Account .....	6
Appendix 2 – Example Expert Witness Testimony .....	7
Ecordia - Mentor guidelines .....	8
Mentor declaration.....	14

Thank you for agreeing to be a mentor. We really appreciate you offering your time and expertise and we hope you find this an enjoyable role to undertake.

This handbook is intended to give you guidance and information that you will need in your role as mentor.

We hope you find this a useful guide. However, if you are unable to find the answer to your question here, please feel free to contact our team on **01603 55 23 13** or email: **hello@qualified-education.co.uk**

You can also get more information about the qualification, and our policies and procedures, on our website at:  
[www.qualified-education.co.uk](http://www.qualified-education.co.uk)

*Georgina Sexton*

**Centre Director**

# Welcome to Qualified Education



## The role of the mentor



The role of the mentor is to provide guidance to the learner, offer support and encourage the learner whilst they complete their qualification. The mentor may be asked for information related to their workplace and its organisation, such as policies and procedures, or provide professional information and advice.

There are several parts of the qualification where the mentor will be asked to make contributions. The mentor can choose to complete this themselves or co-ordinate the completion by other **Expert Witnesses**.

# Mentor qualifications

You must have appropriate qualifications and experience to perform the role of a mentor. You must be able to demonstrate that you are occupationally competent and have an understanding of the qualification that is being completed.

All mentors must be qualified to AT LEAST Level 3. On completing the mentor agreement, you will be asked to provide details of relevant qualifications. We may also ask you to present copies of certificates to our assessment team.

Suitable roles include (but are not limited to):

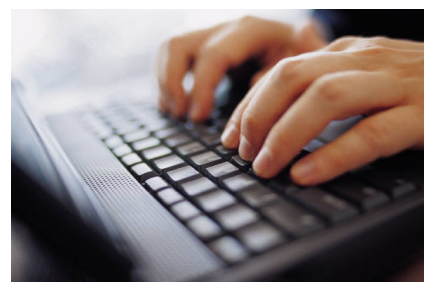
- Manager
- Team leader
- External professional (e.g. Occupational Therapist)
- HLTA
- Head teacher
- Teacher
- Level 3 Teaching Assistant

If you are in doubt or your suitability to perform this role, please contact the centre.

## e-portfolio

The learner you are supporting will be completing their qualification using an e-portfolio called **Ecordia**. This is an on-line system which can be accessed on any computer, tablet or smart phone with Internet capabilities. It is convenient and simple to use.

By **completing the mentor agreement on our website (details at end)** you will be given access to the learner's e-portfolio via your own login and password. You will be able to view the learner's progress and authenticate their evidence. However, you will not have 'open access' to the whole portfolio, the learner will 'share' the relevant information with you.



**Ecordia guidance can be found at the end of this handbook. Please also view our accompanying video at:**

[www.qualified-education.co.uk/?p=ecordia.guides](http://www.qualified-education.co.uk/?p=ecordia.guides)



## Reflective Accounts (RA)

The candidate will complete Reflective Accounts (RA) by giving examples of how they have met each of the assessment criteria. This is based on performance evidence so will be related to practical tasks they have completed.

*An example of a Reflective Account can be found in Appendix 1 of this handbook.*

## Expert Witness Testimony (EWT)

The mentor's role is to give a short statement to verify that the candidate has completed the tasks they have written about. This statement is called an Expert Witness Testimony (EWT).

The mentor **MUST** ensure that they have read the candidate's Reflective Account and agree with the content. The evidence provided by the candidate **MUST be an example of the learner's actual performance**, rather than what they are capable of or could do.

*An example of an EWT can be found in Appendix 2 of this handbook.*

## Observation by an Assessor

As part of the qualification the candidate will be observed in their workplace by an assessor. The role of the mentor will be to provide the candidate with appropriate information and support to enable them to complete the planning and delivery of the observation.

The observation will take the following structure:

### **Before the observation**

- Candidate plans and prepares to support an activity. The planning may be completed on their own or with the guidance of other professionals.
- Candidate writes a session plan with guidance from the assessor and any other professionals they may be working with.

## Observation by an Assessor

### **The observation**

- Assessor observes the planned activity.
- Assessor observes candidate giving feedback to the any relevant professionals who have been involved in the activity (if possible).
- Assessor gives brief feedback to the candidate.
- Brief meeting with mentor (if possible).

### **After the observation**

- Assessor produces a formal observation report, which provides evidence for the candidate's portfolio.
- Candidate evaluates the session (in collaboration with the mentor, if possible) and writes a session evaluation.

## Other Evidence

The learner will be asked to provide other kinds of evidence to complete their portfolio. Although the assessor will be the main point of contact, the mentor may be asked for support, guidance or advice with the completion of other kinds of evidence. Learners are encouraged to use their colleagues and peers to discuss learning outcomes, as this is also a relevant form of Continuous Professional Development.

Other evidence includes:

- Written tasks set by the assessor.
- Legislation, policy and procedure information (with support from the assessor and mentor).
- Professional discussion with the assessor.
- Question and answer sessions with the assessor.

## Support for Mentors

We understand that being a mentor is an enjoyable role but can sometimes be time consuming and might add to an already heavy workload. Our aim is to try and make sure that everything runs smoothly and that we offer as much support as we can.

We also encourage you to contact us if you have any problems or need advice.

# Appendix 1 – Example Reflective Account

## Assessment Criteria 2.1, 2.2, 2.3, 3.2

### Reflective Account

To be completed by the candidate. The examples used **MUST** be actual examples (rather than what the candidate is capable of) and clearly demonstrate how the candidate has met the assessment criteria.

Assessment Criteria:	The candidate:	Evidence of Performance (actual examples):
2.1	Demonstrates how to identify <b>*potential hazards</b> to the health, safety and security of children and young people	<b>I supported the Y5 class during a Cycling Proficiency session. Before the session, I examined the area of the playground where the pupils would be cycling and ensured that there were no potential hazards.</b>
2.2	Demonstrates how to deal with hazards to minimise risks to the health, safety and security of children and young people	<b>Whilst looking for hazards in the playground, I discovered a drawing pin. I removed it from the playground and put it in the bin.</b>
2.3	Demonstrates ways of supporting children and young people to take responsibility for their own health, safety and security	<b>I supported the children to put on their helmets. I explained to Pupil A why it was important to ensure that the clip was done up properly. Pupil A commented that he always wore a helmet but that he didn't usually do the clip. I asked Pupil A what might happen if he fell off his bike and his helmet wasn't clipped up. Pupil A was able to identify that his helmet would probably fall off.</b>
3.2	Demonstrates ways of supporting children and young people to assess and manage risk for themselves	<b>See example above.</b>

\* **Potential hazards** to the health, safety and security of children and young people eg: physical, security, fire, food safety, personal safety

# Appendix 2 – Example Expert Witness Testimony

**Viewing evidence in [Candidate Name] portfolio**


Page Help  
Previous Next

Show Details

Share with Mentor/Witness: Your name Update

**Evidence Data:**

**Attachments:**  
Disclaimer: These files have not been swept for presence of computer viruses.

  
1::unit 304 promote children & young people's positive behaviour.docx

**Evidence Sources and References:**  
(None)

**Mentor/Witness Comments:**

I was present at the Cycling Proficiency session that Mrs Z has described in this reflective account. I noted how well she handled Pupil A, who can sometimes be a little challenging, and commented to her after the session how well she had handled him. Mrs Z has a keen eye for health and safety issues and, although I did not directly see her remove the drawing pin, I confirmed this with another teaching assistant who was on duty at the time. I have also observed Mrs Z deal with health and safety issues in our classroom which she does with confidence. Mrs Z is an asset to our classroom.

**Coverage:**

Unit	Element	Coverage
304		Unit Level Assessment criteria: 3.1, 3.2, 3.3, 3.4

**Primary Assessor Feedback:**

Feedback Date	Feedback By	Feedback	Assessment Decision
12/11/2013	Kath Stevens	A very clear description of this situation, showing that you kept the teacher well-informed in order to minimise disruption. It is clear that you are an effective member of the team:-)	Complete

Accepted by: Elaine [Signature] 12/11/2013

Go To Plan Show Plan

Show Standards Show Users Go To IV Matrix

Logged in as: georgina.seaton@qe... Instances: Live/Ecordia

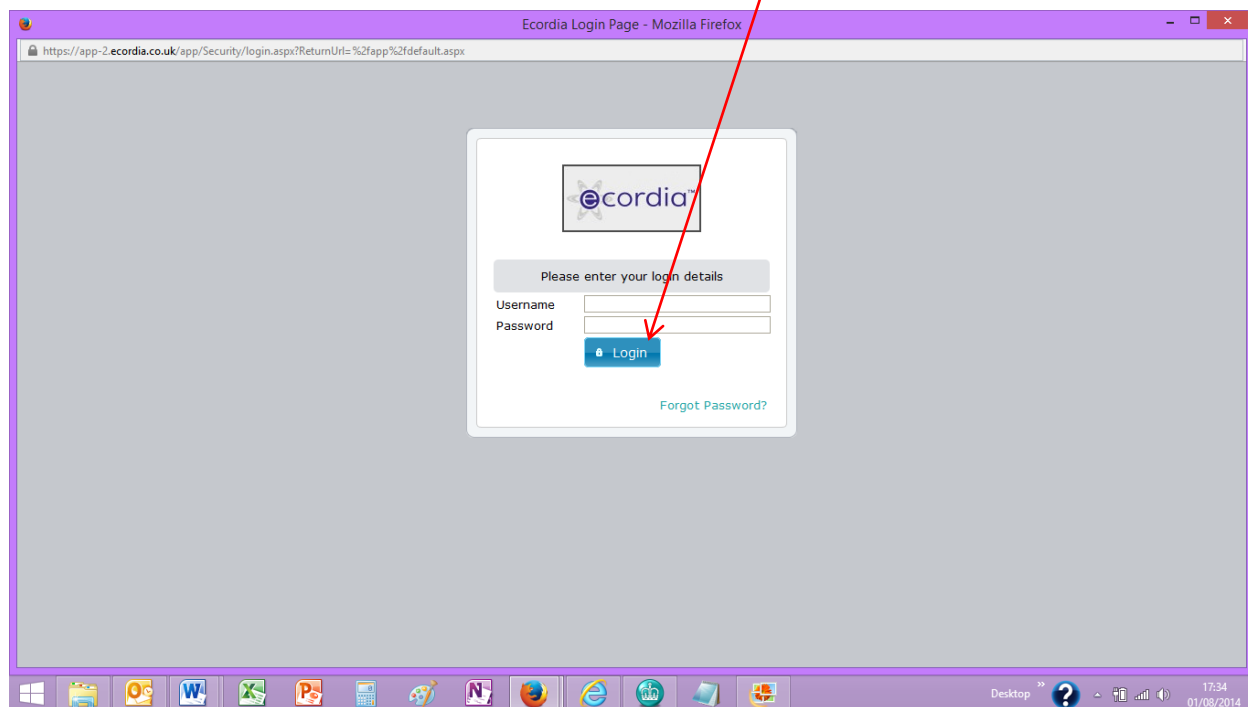
# Ecordia - Mentor guidelines

## How to Log in to Ecordia

- 1) Open your internet browser and type [www.ecordia.co.uk](http://www.ecordia.co.uk) in address bar. You will now be viewing the Ecordia web page. Click the '**Login**' button in the top right.



- 2) Enter your username and password and click '**Login**'. You will be notified of your username and password via email.



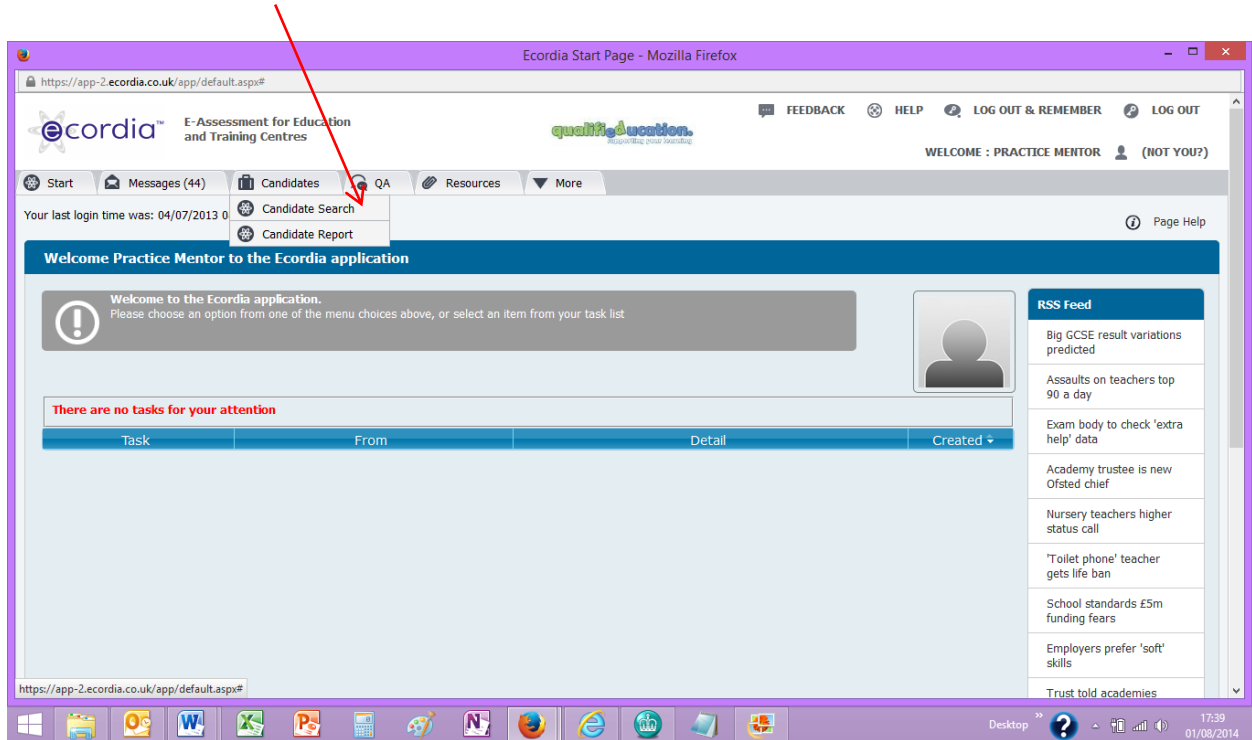
- 3) Once you have logged in, you will be taken to your **start** or to **messages** page. This depends on whether or not you have any new messages. From here you will be able to see any work that has been shared with you.

**IMPORTANT:** If your candidate had not shared any work with you, they will NOT appear when you search for them and you will NOT be able to access their portfolio. Please liaise with your candidate and ask them to 'share'.

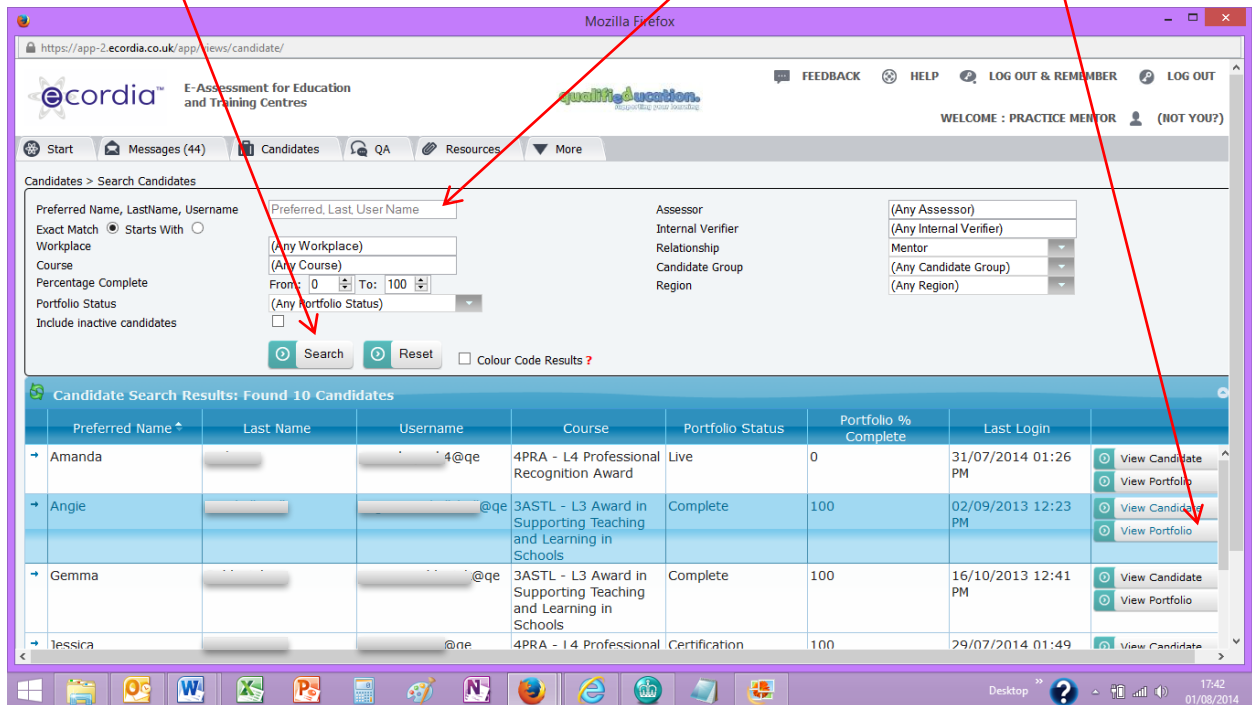


## Accessing your candidate's portfolio

- 1) To access the work that your candidate has shared, click on **candidates** then **candidate search**.



- 2) Type the candidate's name into the **Preferred name, Lastname, Username** field and click **search**. The candidate will appear in the search. Click **View Portfolio**.



**IMPORTANT:** Please search using first name, last name **OR** Ecordia login **ONLY**. The system will not recognise if you input the candidate's full name.

You are now viewing the candidates' portfolio. You can see the progress the candidate is making. This is expressed as an **overall percentage** and in more detail as a percentage per unit. This page also has other details, such as the target end date.

To view the evidence that has been submitted, click on the **green** evidence tab on the right hand side.

Ecordia View Portfolio - Mozilla Firefox

https://app-2.ecordia.co.uk/app/Portfolio/default.aspx?portfolioId=e42e06f8-7022-4eda-90ff-4ff0c147814e

FEEDBACK HELP LOG OUT & REMEMBER LOG OUT

WELCOME : PRACTICE MENTOR (NOT YOU?)

Start Messages (44) Candidates QA Resources More

Welcome, Practice Mentor, to [redacted]@qe portfolio (as Mentor)

**Course:** 3ASTL - L3 Award in Supporting Teaching and Learning in Schools  
**Workplace:** Not Required  
**Status:** Complete (Holder: Georgina Sexton)  
**Overall Progress:** 100%

**Start Date:** 24/05/2013  
**Target Completion Date:** 24/07/2013  
**Completed Date:** 26/07/2013  
**RoC Status:** Compatible

**Selected Units**

Unit ID	Progress
50111322	100%
301	100%
302	100%
331	100%
333	100%

**Items for your attention:**  
If there are no items listed below click the green evidence tab on the right to view a list of evidence in the portfolio. From there you can select an item to work on.

**Task Details Created**

Individual Learning Plan View Portfolio Comments View Candidate

Show Standards Show Users

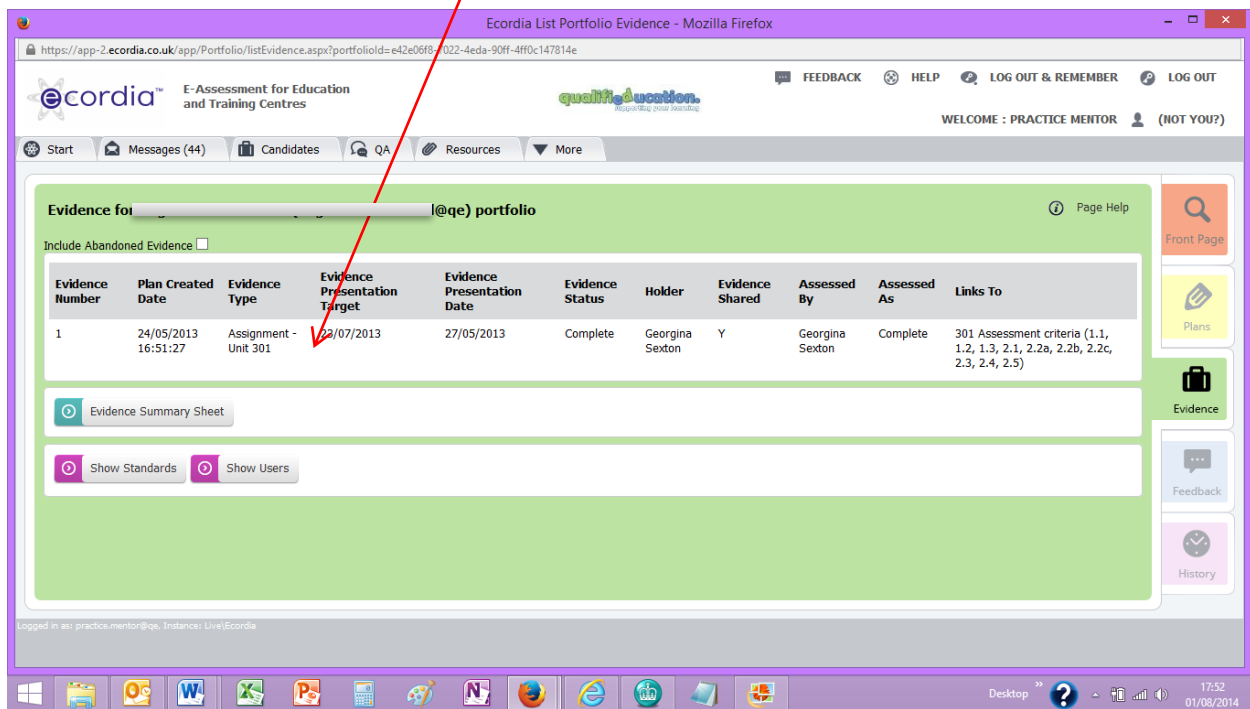
Plans Evidence Feedback History

Desktop 17:50 01/08/2014

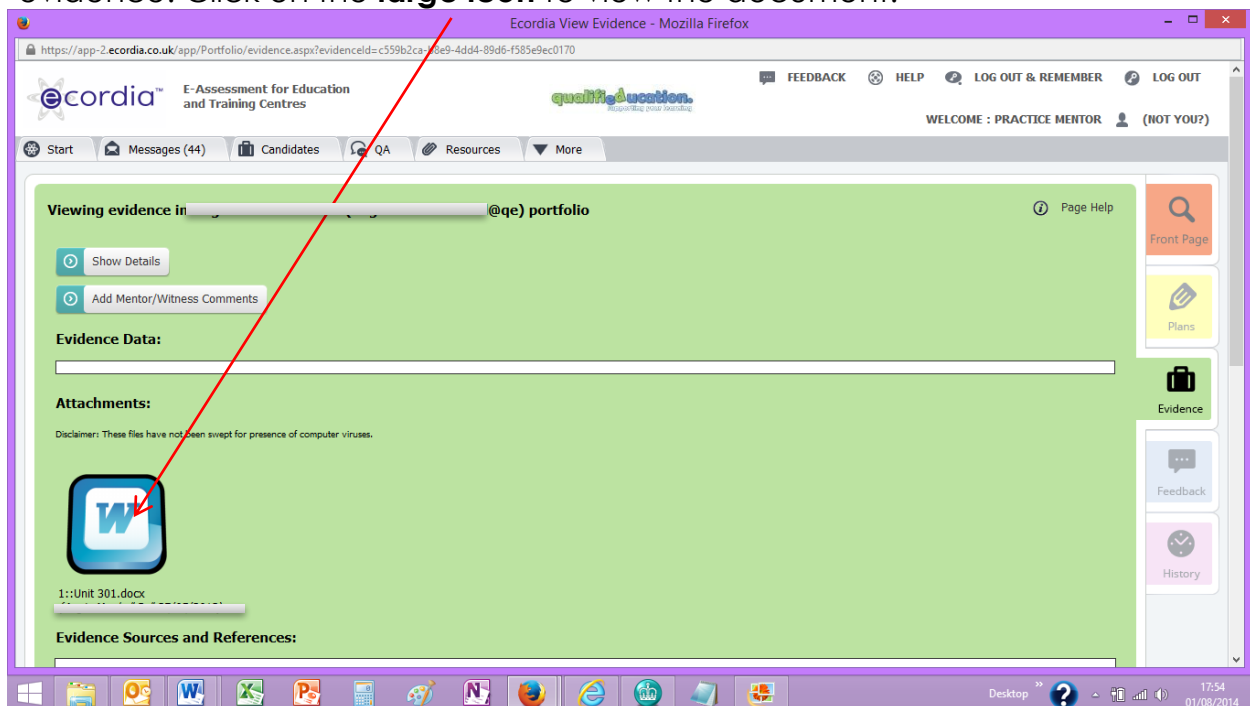
## Completing the Expert Witness Testimonies (EWT)

You will now see a list of all the evidence that has been presented.

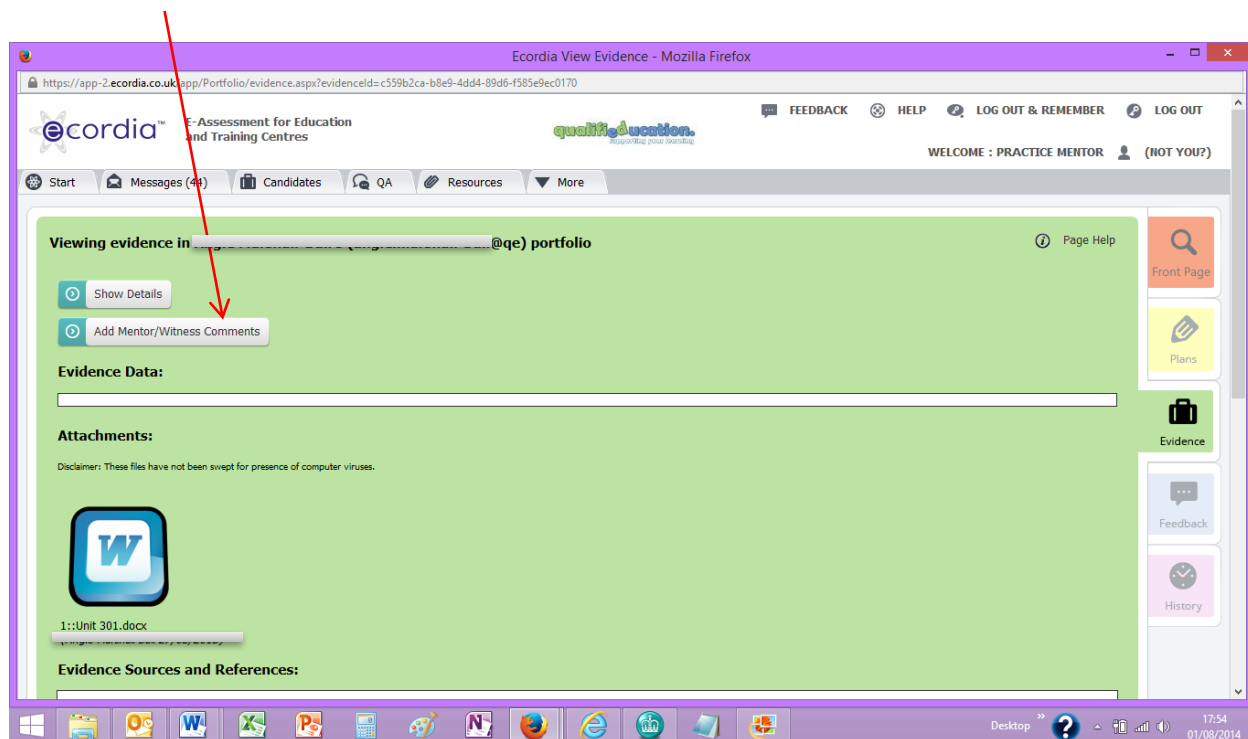
- 1) Click on the appropriate **evidence** as discussed with your candidate.



- 2) The candidate will have attached their Reflective Account to this piece of evidence. Click on the **large icon** to view the document.

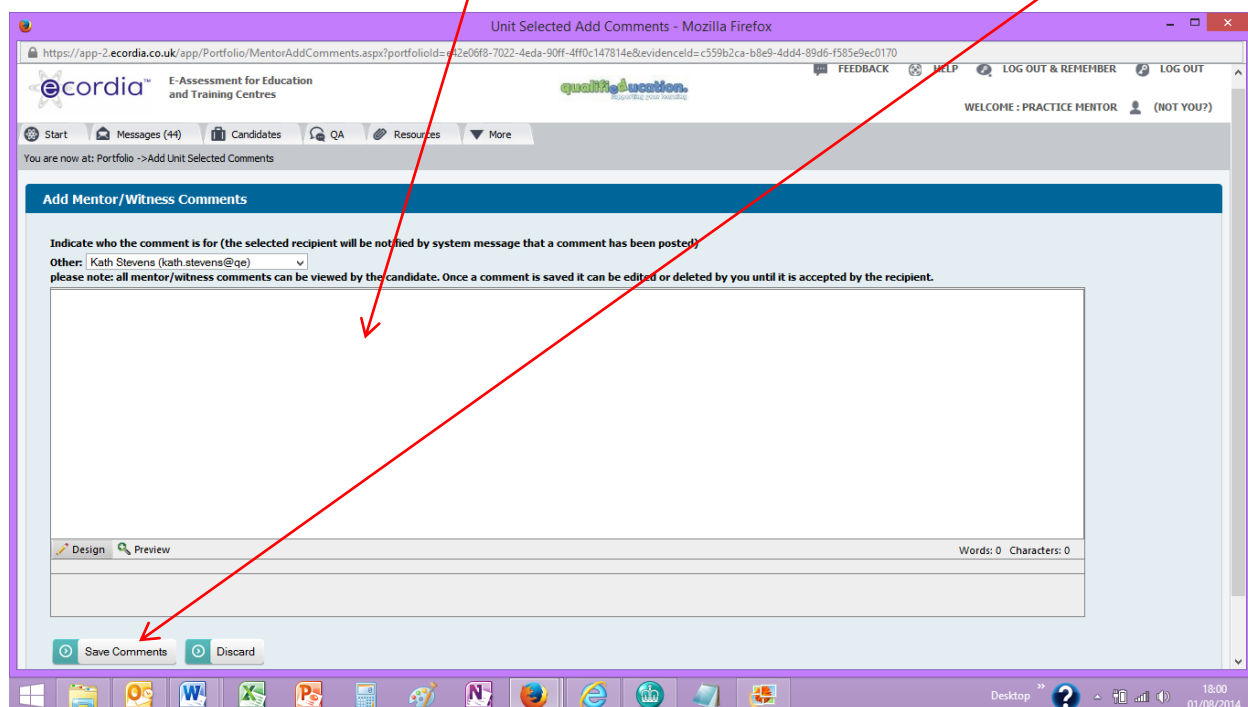


- 3) Once you have read the Reflective Account, click on the **Add Mentor/ Witness Comments** button



- 4) You will be taken to a page with a blue background entitled 'Add Mentor/ Witness Comments'.

Add your comments in the box. When you have finished click **save comments**.



# Mentor Agreement

To indicate your consent and suitability to be a mentor please complete the mentor agreement.

**The mentor agreement can be found on our website. In the menu, click on the 'Support' page, then 'Mentor Support'**

**By agreeing to be a mentor and submitting the online form you are confirming that:**

I have received a copy of the Mentor's Handbook and that I am willing to undertake the support requirements as indicated.

I am willing to authenticate the candidate's work, giving testimony that they carried out the support duties recorded as part of their school working practice.

I will facilitate the completion of the appropriate evidence by other Expert Witnesses, if I am not in a position to complete it myself.

I give consent for my details to be used to create my login for the e-portfolio.