



## **EU Tourism Mentoring**

LEONARDO DA VINCI TRANSFER OF INNOVATION PROJECT 2013- 1- SK1- LEO05-06367

### **Methodology for the development of Mentors**

#### **1. Aim of the project**

The aim of this project is to transfer a technique for workforce development – mentoring – from a nation that has widespread use in the Hospitality, Leisure, Travel and Tourism (HLTT) sector, to nations that do not use mentoring as a common means to develop their workforce. In the UK, mentoring is a tried and tested cost-effective way to develop staff skills, motivation and ambition.

The EUTM project focuses upon the transfer of mentoring techniques used in the HLTT sector in the UK, to this same sector in Slovakia, Romania and Lithuania. The project is building capacity by first training four Mentors from each of these three nations. Each of the Mentors, selected for their experience in this sector and their personal attributes, will come to work with three Mentees from the HLTT sector.

The project will evaluate the experiences of the Mentors and Mentees, seeking to improve the programme, and to identify the impact upon the Mentees organisations. Beyond this immediate impact, the project will be seeking to identify the likely impacts upon the sector in each of the three nations – that it has been equally identified as a cost-effective means of developing staff and standards in organisations – and that this welcome is reflected by risen interest through sector experts seeking to become mentors, vocational education and training institutions offering development programmes for mentors, and that staff search to become a mentee.

To this end, the engagement of a sector expert to become a Mentor, is also asking for their commitment to contribute to the programmes evaluation and improvement.

#### **2. Aim of the methodology**

The aim of this document is to outline the purpose, central themes and methods of teaching, learning and assessment that will be applied during the programme.

The project is offering a “Mentoring Toolkit” to twelve learners, each of whom are HLTT sector experts seeking to become mentors. The methodology explains what will be learnt, and how it will be learnt from the tutor, peers and from the Mentees with whom the Mentors will come to engage.



### 3. Method of delivery

The Toolkit is delivered in three workshop events that are deliberately spaced. The time between the workshops allows for engagement with Mentees, and to improve that engagement.

Each of the workshops will be hosted in turn by one of the nations participating in this project, so that each participant can learn of the other nation's culture, sector and ways of working.

- June 2014                      Slovakia
- September 2014              Romania
- October 2014                 Lithuania

At each workshop there will be study visits to representative organisations from the HLTT sector in that nation, illuminating standards, practices and obstacles to be overcome. Peer support and development is a feature of this programme.

#### a) Knowledge and skills

The first workshop, offered over three days, is to provide knowledge and skills concerning mentoring.

This has five sessions:

- How to run a mentoring programme that works
- Mentoring Skills and Values
- Coaching and Mentoring Tools
- Agreement, Planning and Logging
- Business mentoring

Also, study visits to HLTT sector in Slovakia

The teaching and learning will be in these workshops with the Tutor, using a single room for the duration. The delivery will be through directed training, case studies and role play. The methods of assessment will be through question and answer testing, reviews of case studies and performance in role-plays.

On completion of this workshop, participant Mentors will be matched to up to three Mentees.

#### b) Review and personal development planning

The second workshop, offered over two days, is to review the appropriateness and application of skills and tools through reflection and action learning sets.

This has three sessions:

- Review of Skills and Tools
- Assessment of personal development needs
- Personal development plans



Also, study visits to HLTT sector in Romania

The teaching and learning will be in a single room. The delivery will be in part directed, and also through the peer support offered in action learning sets that assist participants to identify their own personal development needs. The method of assessment is led by the participants' review of their application of mentoring skills and tools to their Mentees, and the analytical review of development needs. Participants will review their competences against the known standards of competence for a mentor, using a "Skillscan" tool.

On completion of the workshop, participants will generate a Personal Development Plan.

#### c) Peer support and Action Planning

The third workshop, offered over two days, is to review the engagement with the Mentees and the application of mentoring skills and tools, review of personal development plans, and the generation of an Action Plan.

This has four sessions:

- Review of progress with Mentees
- Success stories
- Review of Personal Development Plans
- Mentoring in your HLTT sector and Action Planning

Also, study visits to HLTT sector in Lithuania

The teaching and learning will be in these workshops with the Tutor, using a single room for the duration. The delivery will be through the group of participants, facilitated by the Tutor. The method of assessment is led by the participants' review of their application of mentoring skills and tools to their Mentees, and the review of Personal Development Plans. Participants will review their competences against the known standards of competence for a mentor. The Tutor will provide a summative assessment.

On completion of the workshop, participants will generate an Action Plan for their continuing engagement with mentoring and the HLTT sector.

#### 4. Method of evaluation

Participants will be asked to complete questionnaires for each session, and participate in focus-groups regarding each workshop event. The feedback requested will relate to the delivery of the workshops, the methods of assessment, the relevance of the knowledge, skills and competences gained and likely impacts.

The participants' involvement in providing feedback is an essential feature of participation in this programme.



## 5. Training Agreements

All participants will be offered a training agreement that specifies the:

- logistical arrangements for the delivery of the programme
- skills and competences to be gained
- feedback by participants
- certification by EUTM
- funding support by EUTM

## 6. Certification

The EUTM project follows the principles of ECVET such that the projects seeks to provide certificated recognition of the skills and competences gained by the participants. Participants will be provided with a certificate of achievement that specifies the skills and competences gained that are matched to the UK and European standards of competence for mentors.

The project will also seek to provide *Europass* documents that support the attainment of these competences through the specification of activities.

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