

To maximise the potential of an apprenticeship will require manager/mentor to meet the following competencies:

Competence Area	Competency Statement
Delivering Results	<ul style="list-style-type: none"> ▪ Uses own and others time effectively (L3) ▪ Considers the wider implications of activities (L3) ▪ Focuses on the delivery of outcomes not processes (L3)
Delivering with Others	<ul style="list-style-type: none"> ▪ Explains the reasons for decisions (L2) ▪ Contributes to an environment in which difference & diversity are respected (L2) ▪ Understands the pressures affecting others and adapts own demands & behaviour accordingly (L3)
Leading people	<ul style="list-style-type: none"> ▪ Creates opportunities for staff to expand their roles and develop (L2) ▪ Coaches staff effectively (L2) ▪ Is accessible and approachable and gives frequent and constructive feedback (L2) ▪ Deals effectively with underperformance (L2) ▪ Recognises development & support needs of individuals (L2) ▪ Identifies unacceptable behaviours and takes action (L2) ▪ Motivates and brings out the best in others (L3)
Communicating & Influencing	<ul style="list-style-type: none"> ▪ Adopts a structured & planned approach to meetings (L2) ▪ Helps others believe they are capable of achieving high performance (L3)
Analytical skills & creativity	<ul style="list-style-type: none"> ▪ Identifies and uses appropriate analytical tools and statistics in analysing issues (L2)
Other areas of knowledge and understanding	
Safeguarding children	<ul style="list-style-type: none"> ▪ Understands the principles of safeguarding children legislation ▪ Understands the signs and signals of abuse of children, young persons and vulnerable people ▪ Understands the reporting process for any 'cause for concern'
NVQ	<ul style="list-style-type: none"> ▪ Has a broad understanding of the NVQ process ▪ Understands how to recognise opportunities to develop people ▪ Can recognise, gather and record NVQ evidence
Developing people	<ul style="list-style-type: none"> ▪ Uses various people development methods (coaching/mentoring/instructing) appropriately to the needs of the person and the situation