



Guidance on the role of the workplace mentor

Summary:

This document provides guidance on who can be appointed as a “workplace mentor” by their organisation.

This guidance is designed for the following key audiences:

- Sponsoring organisations with overall accountability for the employees of their organisation undertaking the Chartered Environmental Health Practitioner Programme
- Those taking on the role of workplace mentor
- CIEH personnel responsible for guiding workplace mentors and practitioners on the programme

Background

CIEH believes that organisations with functions dedicated to workplace training and professional development need to provide the best possible environment in supporting the practitioners’ journey on the Chartered Environmental Health Practitioner programme.

The role of the workplace mentor is to ensure that quality and consistency of workplace training and development is offered to the practitioner while enabling both the organisation and the practitioner a level of flexibility and professional autonomy. Workplace mentors are critical to ensuring that the organisation maintains a focus on the highest quality of training and development and that the practitioners’ needs are met.

Workplace mentors will ensure that the work of practitioners on the programme is carried out within a managed environment, in which their performance, conduct and behaviour are monitored against professional standards.

Who can be a workplace mentor?

- The workplace mentor is appointed by the sponsoring organisation
- The sponsoring organisation is responsible for all due diligence checks to ascertain the fitness of the workplace mentor
- Workplace mentors must officially commit to upholding CIEH’s Professional Standards and observe the laws of the Chartered Institute
- Workplace mentors must be working at the same sponsoring organisation as the practitioner
- Workplace mentors must have good knowledge of the organisation and people in it
- Workplace mentors must be committed to supporting the practitioner for the duration of a two-year programme, typically on a weekly basis

Role and responsibilities

In order to carry out their functions, workplace mentors will need to ensure that they:

- are accountable to the practitioner to which they have been appointed to be a mentor to
- have oversight of the practitioner's planned / executed activities, performance and professional conduct
- have systems in place for timely and effective identification, investigation and management of concerns about the practitioner which could prevent effective function or which could prevent the practitioner's success on the Programme
- have effective, quality assured processes in place and can evidence this should CIEH request
- Workplace mentors to carry out a mid-programme practitioner appraisal and submit this to CIEH and ensure that the appropriate action is taken to help the practitioner to work towards success on the programme

Practitioner Performance Management:

- Where there are concerns about a practitioner's performance, workplace mentors should carry out a performance review and implement measurable steps that the practitioner works towards to ensure success on the programme
- Where there are concerns about a workplace mentor's professionalism and/or commitment to the role, the practitioner should flag this to a member of the senior leadership team within the sponsoring organisation
- A member of the senior leadership team within the sponsoring organisation need only contact CIEH if the practitioner is at risk of failing their Application Block at the sponsoring organisation