

PENNSYLVANIA  
COLLEGE OF  
TECHNOLOGY



# MENTOR ROLES & EXPECTATIONS

FREQUENTLY  
ASKED QUESTIONS

# FAQS

**WORKFORCE**  
DEVELOPMENT



#### QUESTION 1

### WHAT IS THE ROLE OF A MENTOR IN AN APPRENTICESHIP?

The apprenticeship mentor is an employee with the experience and knowledge to serve as a teacher and coach of the apprentice. It is the mentor's responsibility to assure that the apprentice learns to master the skills, work ethic, and professionalism to perform a job. The mentor and trainee apprentices work together to reach specific goals in the apprenticeship.



#### QUESTION 2

### WHAT IS MENTORING

Mentoring is an ongoing process designed to help trainees gain the skills required to perform their job. Mentoring is not only teaching skills but also demonstrating leadership skills such as communication, teamwork, and safety practices. Mentoring in apprenticeship occurs on the job.

*"A traditional mentorship is a relationship between two people where the individual with more experience, knowledge and connections (often a journey worker or subject matter expert) shares what they have learned with a more junior individual within a certain industry."*

(Chris Gagliano, PIRC Project Manager)



#### QUESTION 3

### WHO CAN SERVE AS AN APPRENTICESHIP MENTOR?

Any person(s) with subject matter expertise in any range of topical areas included in the apprenticeship program can serve as a mentor. Mentors do not need to have completed an apprenticeship program previously. Mentor experience can be obtained through a wide variety of experience, including formal education, on-the-job experience, certification programs, etc. Additionally, an Apprentice may have multiple mentors supporting them in a program depending on the skill requirements of the employer, the apprenticeship skillset, and the employer's organizational structure



#### QUESTION 4

### WHAT ARE THE EXPECTATIONS AND RESPONSIBILITIES OF A MENTOR?

Mentors are responsible to guide apprentices through completing the On the Job (OJT) requirements of a registered apprenticeship, including signing off on the associated tasks of the apprenticeship OJT forms. The OJT portion of the apprenticeship is conducted on-site at the apprentice's employer and is performed through live applications as much as feasible.

To successfully meet the expectations and responsibilities of a mentor, mentors will need to spend time with an apprentice guiding them through the learning process to perform specific occupation-related skills. The mentor evaluates the performance of the individual tasks to ensure competency is achieved for each skill area.

## QUESTION 5

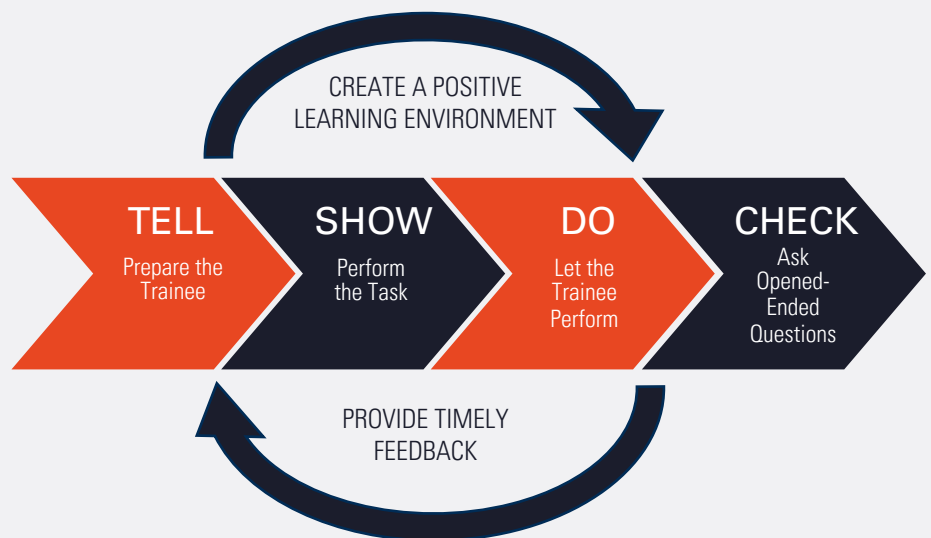
# WHO SELECTS THE MENTOR FOR THE APPRENTICE?

The employer - working with the technical instruction provider for the apprenticeship – will identify experienced workers who have mastered specific skill sets within the apprenticed occupation. Because an apprentice is being trained for a job that may include multiple sets of skills, the apprentice may have more than one mentor assigned throughout their apprenticeship.

## QUESTION 6

# HOW DOES A MENTOR EVALUATE THE APPRENTICE'S ON-THE-JOB LEARNING?

Active Learning is a basic approach to teaching an apprentice new skills. The mentor describes and demonstrates the skills and then observes the apprentice performing the skills while giving coaching and guidance feedback. The following graphic illustrates the four steps to effectively teach new skills.



## QUESTION 7

# HOW DOES THE MENTOR COMPLETE THE OJT WORK PROCESS SHEET FOR AN APPRENTICE?

When the apprentice satisfactorily completes an OJT task, the mentor records the task completion by placing hand-written initials in the "Competency Verified By" block next to the OJT task and entering the date the task was completed.

The goal is for 100% OJT task completion. However, Penn College recognizes some OJT tasks may not apply to every facility or process. In this event, the apprenticeship subject matter expert may designate these tasks as N/A or Not Applicable by placing "N/A" in the date block and writing their initials in the "Competency Verified By" block.

For more information about apprenticeship mentoring view "The Mentor: Role and Expectations" video.