

TALENT MATCHING EUROPE

Training & Occupational Area Standards for the Vocational Mentor in CCI's

STANDARDS FOR THE VOCATIONAL MENTOR IN CCI's

1. Engage with creative young people.

Area of activity 1 – Creative young people	COMPETENCES		
	Knowledge	Skills	Attitudes
<ul style="list-style-type: none"> • Market and promote the service to both creative businesses and young talent, including through social media. • Put on recruitment and taster events. • Engage and communicate effectively, consult with and involve young people. • Provide support to ensure retention, deal with conflict, problem solving. • Plan and stage engagement events, workshops and creative activities • Build relationships with stakeholders (internal and outside agencies), peer advocates. • Manage and store information and data • Evaluate levels of engagement and recruitment 	<p>Understanding of young people's environment and how to reach them</p> <p>Health & Safety</p> <p>Networks of organisations working with young people</p> <p>Advantages and disadvantages of different communication methods</p> <p>Safeguarding young people</p> <p>Understanding of the importance of a safe and appropriate location where young people want to be</p> <p>Understanding expectations of young people starting out on the career ladder</p>	<p>Planning and managing activities from simple to complex situations (co-working, team working, co-creation)</p> <p>Building networks with other organisations, bridge building</p> <p>Conflict resolution</p> <p>Be able to formulate policies and programs and/or arrive jointly at decisions, conclusions or solutions</p> <p>Able to engage young people in creative activities</p> <p>Ability to communicate effectively with young people</p> <p>capable of communicating to diverse audiences – language, tone and style</p> <p>Use of peer-to-peer outreach</p> <p>Using ICT communication tools that young people use</p> <p>Use of basic computer software, IT communications and the internet</p>	<p>Respect and include diversity</p> <p>Develop reliability, punctuality, consistency</p> <p>Professional but with "street cred"</p> <p>Positive about partnership and collaboration</p> <p>Enthusiasm and capacity to inspire and motivate</p> <p>High ability to separate personal and professional issues</p> <p>Belief in value of creative expression</p> <p>Positive view of themselves and confidence in their own strengths and abilities</p>



2. Provide mentoring, advice and guidance to prepare young people for a creative career

Area of activity 2 – Mentoring, advice and guidance	COMPETENCES		
	Knowledge	Skills	Attitudes
<ul style="list-style-type: none"> Set framework and expectations for the mentoring Discuss barriers and facilitate the development of strategies to reduce these Conduct Needs Analysis, and produce a Talent Plan Identify special needs and signpost to support services. Develop social and self awareness, build confidence, motivation and communication skills Develop job readiness, advise on job search, responding to job descriptions, person specifications and project briefs, making applications, interviewing skills, negotiation skills, health & safety and labour and social legislation. Provide mentoring advice to support personal and creative development. Signpost to further creative education and training Develop work experience opportunities and continue to support young people once in work. Consult with young people and use peer facilitators. Gather constructive feedback to improve services and support effective progression Manage client records and data Evaluate and assess impact and results 	<p>Basic psychology and counselling techniques</p> <p>Advantages and disadvantages of different communication methods</p> <p>Trends and preferences in how young people communicate using technology and social media</p> <p>Understand the 8 step Talent Match “Journey of Change”</p> <p>Further sources of support to meet client needs</p> <p>Understand youth-centred approach</p> <p>Code of ethics, principles and policy governing the way your organisation delivers mentoring</p> <p>How to undertake an initial needs assessment</p> <p>Understand learning and mentoring styles</p> <p>Knowledge of experiential learning and ethical practice</p> <p>Health & Safety</p> <p>Safeguarding young people</p> <p>Mindfulness</p>	<p>Communicate effectively, openly and honestly</p> <p>Listen actively for and observe tone, emotions, body language and words</p> <p>Check understanding</p> <p>Problem solving</p> <p>Develop rapport with mentees</p> <p>Communicate effectively with people holding or expressing diverse values and opinions</p> <p>Identify and recognise young people’s attitudes</p> <p>Assessment skills</p> <p>Able to effectively describe, analysis and evaluate difficult and/or challenging situations</p> <p>High ability for introspection and the willingness to develop and review ones’ own effectiveness</p> <p>Negotiate or exchange ideas, opinions and information with others</p> <p>Develop mentee’s self confidence and motivation</p> <p>Use of basic computer software, data management, IT communications and the internet</p>	<p>Provide supportive environment</p> <p>Aware of personal and professional strengths, values and goals</p> <p>Aware of personal and professional limits and challenges</p> <p>emotional intelligence, initiative, independent and organized</p> <p>Empathy</p> <p>Respect and include diversity</p> <p>Sense of responsibility</p> <p>Flexible</p> <p>Support young people to mentor each other</p> <p>Non-judgemental and encouraging</p> <p>Belief in the young person’s abilities, skills and attributes</p> <p>Show warmth and positive regard</p>

3. Deliver enterprise support

Area of activity 3 – Enterprise Support	COMPETENCES		
	Knowledge	Skills	Attitudes
<ul style="list-style-type: none"> Develop enterprise skills and entrepreneurial attitudes for a creative career, match talent to opportunities and vacancies. Advise on portfolio development, promotion and networking, making applications, pitching for work, presentation skills, responding to commissions, competitions and talent calls Advise on pricing, sales, product distribution and marketing, including international markets Advise on sources of funding, investment and income generation Support young people to develop and showcase creative, production and technical skills. Garner feedback from young people and creative businesses to improve and adapt service Provide start up business planning support, and signpost to advice on legal, financial and intellectual property issues. Maintain up-to-date and accurate client records and data Evaluate and assess impact and results 	<p>Copyright knowledge / intellectual property</p> <p>Ability to evaluate creative products and their relationship to potential markets and audiences</p> <p>Regulatory framework and planning tools for start up businesses and self employment in the CCI's</p> <p>Health & Safety</p> <p>Safeguarding young people</p> <p>How mentoring is similar to/different from other business advice roles</p> <p>Code of ethics, principles and policy governing your organisation's delivery of enterprise support</p> <p>Business context of the creative industries</p> <p>Understand the mentee's reasons for wanting to start a creative business</p> <p>Sources of further support and advice</p> <p>Rules on confidentiality and data protection</p> <p>Advantages and disadvantages of different communication methods</p> <p>Basics of financial planning</p> <p>Knowledge of sources of finance and investment</p>	<p>Communicate effectively with people holding or expressing diverse values and opinions</p> <p>Managing time and resources</p> <p>Research skills</p> <p>Education or experience in a creative field</p> <p>Problem solving</p> <p>Fostering creative growth</p> <p>Develop mentee's enthusiasm, commitment and trust</p> <p>Recognise effective of your actions and behaviour on others</p> <p>Listen actively for and observe tone, emotions, body language and words</p> <p>Check understanding</p> <p>Develop rapport with mentees</p> <p>Identify and recognise young people's attitudes</p> <p>Assessment skills</p> <p>Negotiation</p> <p>Develop mentee's self confidence and motivation</p> <p>Use of basic computer software, data management, IT communications and the internet</p>	<p>Avoid bias, preconceptions and judging</p> <p>Flexible and open</p> <p>Willingness to learn and improve</p> <p>Embraces change and enjoys variety</p> <p>Stay calm in difficult or uncertain situations</p> <p>Inspire confidence, persistence and realism</p> <p>Provide encouragement for action and change</p> <p>Appreciation of creativity and cultural production</p> <p>Ability to recognise creative talent</p> <p>Positive approach to finding solutions to problems</p> <p>Active engagement in cultural and creative activities</p>

4. Work effectively with Creative Employers

Area of activity 4 – Creative Employers	COMPETENCES		
	Knowledge	Skills	Attitudes
<ul style="list-style-type: none"> • Build networks, engage and communicate effectively with CCI employers. • Research employer needs and expectations and industry skills gaps, identify job and career opportunities and how these differ in specific sub-sectors. • Set up recruitment and training events, placements, work experience and other opportunities for young people to meet employers and gain experience of the workplace. • Use employer feedback to improve services and address equal opportunities and diversity issues. • Advise creative businesses on recruitment and support methods and match them with young talent. • Keep updated with trends and practices in the creative cultural industries employment (law, rights, trade, precarious work conditions) • Exploit public funding incentives for employers. • Record and evaluate outcomes and impacts 	<p>Understand employers' needs and expectations, labour market, production and employment trends in CCIs</p> <p>Understand the educational and training framework for the CCIs</p> <p>Understand general characteristics, industry sub-sectors, work processes and roles in specific sectors of CCIs</p> <p>Have employer networks and contacts</p> <p>Safeguarding young people</p> <p>Basics of relevant employment law and regulatory structure</p> <p>Health & Safety</p> <p>Legal employment practices</p> <p>Advantages and disadvantages of different communication methods</p>	<p>Networking and communication skills</p> <p>Education or experience in a creative field</p> <p>Monitoring and supervision skills</p> <p>Creative thinking and problem solving</p> <p>Negotiation</p> <p>Management of data and information</p> <p>Ability to plan events</p> <p>Pro-active in sharing information and resources</p>	<p>Bridge-building</p> <p>Appreciation of creativity and cultural production</p> <p>Solution focused-Design solutions with employers</p> <p>Openness to innovation</p> <p>Encourages partnership and collaboration</p> <p>Persistence in the face of unexpected difficulties</p> <p>Curious</p>

DISCLAIMER

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.