



This answer book will only be marked and certificated if this is completed by the learner AND prison staff

Learner Statement of Authenticity

By returning this answer book you are confirming that the work contained is entirely your work and does not include any work completed by anyone other than yourself. You also confirm that you have completed the assignment/portfolio in accordance with the instructions given by your establishment.

Learner Prison No. in CAPITAL LETTERS

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Prison:

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Learner's Initials:

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Date:

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Establishment Confirmation of Authenticity

I confirm that the above-mentioned learner, to the best of my knowledge, is the sole author of this completed answer book.

Staff Name:

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Signed:

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Date:

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STAFF USE ONLY

Date Issued	Date Marked	Assessor Initials	Result	
			☐ PASS	☐ REFER

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How it works

Welcome to your Way2Learn course.

This course is designed to enable access to education for all – whether in-cell or in your establishment's education facility.



To complete this course, you will need to watch all of the episodes. Times for each episode are provided on the next page.



You can request a copy of the episode transcript from your Distance Learning Coordinator or Learning and Skills Manager if you need to revisit any of the information.



If you have any difficulties in completing this course, please speak to a suitable peer mentor or member of staff for some help.



Once completed, return your answer book to the appropriate member of staff. After it has been received, it can take up to 3 weeks to be assessed and issued a certificate.



You can ask a member of staff for a copy of our policies and practices for further details.

Episode Guide

Volunteering and Mentoring



Content Guide	Mon	Fri	Sat	Sun
Ep 1: What is Volunteering and Mentoring? Looks at the voluntary sector, what mentoring is, and how a mentor is different from a teacher.	12-12:30AM	12:00 – 12:30PM	12 - 12:30AM & 2 – 2:30PM	12 – 12:30PM
Ep 2: The Role and Qualities of a Mentor Explains the everyday job of a mentor, from role modelling to goal setting, and the qualities of a good mentor.	12-12:30AM	12:00 – 12:30PM	12 - 12:30AM & 2 – 2:30PM	12 – 12:30PM
Ep 3: Core Mentoring Skills Teaches four key skills: active listening, clear communication, open questions and helpful feedback.	12-12:30AM	12:00 – 12:30PM	12 - 12:30AM & 2 – 2:30PM	12 – 12:30PM
Ep 4: Values, Safety and the Law (two parts) Part one looks at trust and values. Part two explains confidentiality, safeguarding and the law.	-	-	8 - 8:40PM	7 – 7:40PM
Ep 5: Your Next Steps (two parts) Helps you plan your next steps, shows how volunteering can lead to paid work, and explains helpline listening.	-	-	8 - 8:40PM	7 – 7:40PM

Learning Outcomes



- 1. What is Volunteering and Mentoring?** Understand what the voluntary sector is, what mentoring means, and how a mentor is different from a teacher.
- 2. The Role and Qualities of a Mentor:** Learn the main parts of a mentor's role and the personal qualities that make a good mentor.
- 3. Core Mentoring Skills:** Develop the skills of active listening, clear communication, asking open questions and giving helpful feedback.
- 4. Values, Safety and the Law:** Understand the values behind good mentoring, the limits of confidentiality, safeguarding, and how to keep yourself and others safe.
- 5. Your Next Steps:** Reflect on your skills, set goals, and understand how volunteering and helpline work can build the skills that lead to paid employment.

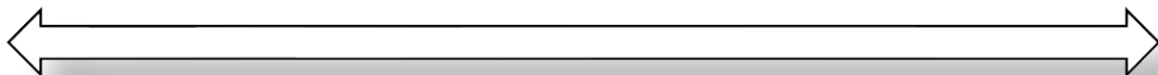
Starting Out

Consider the learning outcomes above.

On a scale of 1 -10, how would you rate your knowledge of Volunteering and Mentoring before starting this course?

(Please tick the appropriate box)

1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐



Low

High

At the end of this course, you will have the opportunity to rate your knowledge once more.

Knowledge Check

To pass this course you will need to correctly answer **80%** of the questions.

This equates to **24** correct answers out of the 30 marks available.



Episode 1

Question 1

What is meant by the term 'Voluntary Sector'?

(Please tick the appropriate box)

A	When you only work for the government	
B	You're still in training	
C	People who give their time for free to help others	
D	People who are paid a wage to do their job	

Question 2

What are the core values required to work in the Voluntary Sector?

(Please tick all appropriate boxes)

A	Empathy	
B	Discipline	
C	Integrity	
D	Respect	

Question 3

Which of these explanations best describes Mentoring?

(Please tick the appropriate box)

A	Telling someone what to do	
B	Doing someone's work for them	
C	Working together to help someone grow and reach their goals	
D	Marking someone's work and giving grades	

Question 4

How would you describe the relationship between a mentor and mentee?

(Please tick the appropriate box)

A	A mentor tells their mentee what to do	
B	A mentee provides advice and guidance to their mentor	
C	A mentee supports the mentor	
D	The mentor provides a safe place for the learner to make mistakes	

Question 5

Teaching and Mentoring include differences in how they operate. Which of these is LEAST likely to align with a Mentoring role?

(Please tick the appropriate box)

A	Listening to someone's worries	
B	Following a curriculum and marking work	
C	Sharing their own experiences	
D	Helping someone set goals	

Question 6

In your own words, how would you describe the difference between a teacher and a mentor?

Question 7

A Mentor's role involves lots of different core responsibilities, each with their own unique set of features. This activity highlights key tasks that are most often associated with these.

(Write the corresponding letter in the correct box)

Responsibilities		Task
A	Confidentiality & Trust	Demonstrates a positive attitude and keep behaviour professional
B	Role Modelling	Practice active listening and speak clearly
C	Communication & Listening	Maintain a trustful relationship by keeping confidentiality at all times

Episode 2

Question 1

A Mentor's role involves a set of tasks but who you are as a person also matters. List three personal qualities that are ideal for the role.

1.	
2.	
3.	

Question 2

Which of these are part of a Mentor's role?

(Please tick all appropriate boxes)

A	Being a positive role model	
B	Helping the mentee set small & realistic goals	
C	Doing the mentee's work for them	
D	Sharing your knowledge and experience	

Question 3

What is meant by the term 'Role Modelling'?

(Please tick the appropriate box)

A	Wearing smart clothes	
B	Showing a good attitude so others learn from what you do	
C	Telling people about your best work	
D	Being the loudest person in the room	

Question 4

What does 'Challenge and Stretch' mean?

(Please tick the appropriate box)

A	Doing warm up exercises before a session	
B	Gently encouraging the mentee to try things they find difficult	
C	Setting a test every week	
D	Telling the mentee to work faster	

Question 5

True or False: A good mentor judges their mentee for their past mistakes?

(Please tick the appropriate box)

A	False	
B	True	

Episode 3

Question 1

What is meant by the term 'Active Listening'?

(Please tick the appropriate box)

A	Nodding whilst thinking about something else	
B	Waiting for your turn to talk	
C	Giving your full attention and showing you have heard	
D	Writing down every word the person says	

Question 2

Which of these would be considered an open question?

(Please tick the appropriate box)

A	"How did that go for you?"	
B	"Are you finished?"	
C	"Is that right?"	
D	"Did that go okay?"	

Question 3

True or False: A closed question gives space for the person to give more detail.

(Please tick the appropriate box)

A	True	
B	False	

Question 4

How would you rephrase this closed question into an open question: “Did you enjoy the class?”

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Question 5

Good feedback can be important for the mentee; it should be kind and clear. Match the below phrases with how you'd respond to their comments.

(Match the boxes to the correct answer)

Phrases

A	"I'm no good at this"
B	"I should just give up"
C	"That person learnt it much faster than me"
D	"What's the point if I didn't succeed"

Feedback

"Let's look back at the first thing you got right today. Where did it start to feel tricky?"
"You aren't good at it yet . Every expert started exactly where you are sitting right now"
"Mistakes help us learn. Now you know what matters"
"Learning is not a race. Your own progress is what matters."

Episode 4

Question 1

Your mentee says, "Promise you won't tell anyone." What is the right thing to do?

A	Promise to keep it a secret	
B	Explain kindly that you cannot promise to keep everything secret	
C	Refuse to listen to them	
D	Tell everyone on the wing	

Question 2

When must you pass information on?

(Please tick the appropriate box)

A	When someone may seriously harm themselves	
B	When someone else is at risk of harm	
C	When someone tells you about abuse	
D	When someone tells you their favourite food	

Question 3

What is meant by the term 'Safeguarding'?

(Please tick the appropriate box)

A	Locking doors at night	
B	Protecting people from harm, abuse and neglect	
C	Keeping your own belongings safe	
D	A type of insurance	

Question 4

A part of Mentoring is being that safe, trusted person people can go to when they need advice. If someone told you something worrying about themselves or another person, what should you do?

Question 5

True or False:

You should give legal or medical advice if your mentee asks for it?

(Please tick the appropriate box)

A	True	
B	False	

Question 6

What is the rule for sharing someone's personal information?

(Please tick the appropriate box)

A	It is fine to talk about it so long as you whisper	
B	Only share it with people who need to know	
C	Keep your notes in a public place	
D	Share it with anyone who asks	

Episode 5

Question 1

What does KPI stand for?

(Please tick the appropriate box)

A	Keep People Informed	
B	Key Personal Interest	
C	Kind, Polite, Interested	
D	Key Performance Indicator	

Question 2

Which skills from volunteering do employers value?

(Please tick all appropriate boxes)

A	Being managed and taking direction	
B	Working to targets	
C	Working alone and ignoring instructions	
D	Working as part of a team	

Question 3

You volunteer on a listening service, similar to the Samaritans. What is considered best practice?

(Please tick the appropriate box)

A	Solve the caller's problems for them	
B	Listen, support and signpost the caller to the right help	
C	Tell the caller what you would do in their place	
D	Give the caller strong advice	

Question 4

What does 'Signposting' mean?

(Please tick the appropriate box)

A	Putting up posters	
B	Giving directions to the library	
C	Pointing someone to the right people or services that can help them	
D	Writing a report about the person	

Question 5

In what ways can Volunteering and learning new skills help you in employment?

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Real-Life Scenarios

Question 1 (Episode 3/4)

Scenario: You are mentoring a learner. You notice they seem upset and don't seem their usual selves. Upon asking if everything's okay, they say, "I will tell you something, but you must promise to keep it a secret."

How would you respond to this, and would ‘Safeguarding’ affect how you approach the conversation?

Word Count: 50-100 words, (2 marks available)

Question 2 (Episode 5)

Scenario: You volunteer on a listening helpline. A caller asks you what they should do about a legal problem with money. You are not trained to give legal advice.

How should you respond so the caller feels listened to but without risking giving the wrong advice?

Word Count: 50-100 words, (2 marks available)

End of Knowledge Check

Learning Evaluation

You must comment on the three most important things you have learnt and complete distance travelled.

1.....

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2.....

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3.....

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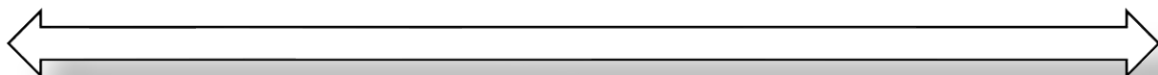
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Distance Travelled

Now that you have completed this course, on a scale of 1 -10, how would you rate your knowledge of Volunteering and Mentoring?

(Please tick the appropriate box)

1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐



Low

High

End of Knowledge Check

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Course Feedback – Volunteering and Mentoring

TO QUALIFY FOR A MUG OR WATER BOTTLE YOU MUST COMPLETE IN FULL, THE LEARNING EVALUATION. THIS IS A VOLUNTARY SUBMISSION. IF YOU DO NOT COMPLETE THIS YOUR WORKBOOK WILL STILL BE MARKED AND CERTIFICATED, BUT YOU WILL NOT BE ELIGIBLE FOR ANY OF OUR INCENTIVISED GIFTS. FOUR PASSES = MUG. TEN PASSES = WATER BOTTLE

Please clearly write your full name here:

We value your feedback. Please rate each aspect on the scale below:

1. The quality, style and tone of the videos.

1 2 3 4 5 6 7 8 9 10

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Low

High

2. The clarity of the answer book.

1 2 3 4 5 6 7 8 9 10

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Low

High

3. Your enjoyment of this course.

1 2 3 4 5 6 7 8 9 10

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Low

High

Please tell us what you enjoyed most about this course

Please give us one suggestion to improve this course
