



The
Insurance
Institute

Who Does What? Your Responsibilities As A Supervisor Or Mentor

Your Future, Insured.

Who Does What?

As part of the Apprenticeship programme, your role as a Supervisor or Mentor is central to your apprentices success. We have created this handy table to show you how the roles overlap so you can support each other and how they differ from the Minimum Competency Code (MCC) requirements for on-the-job supervision.

Task/Aspect	Mcc Supervisor	Apprentice Supervisor	Mentor
Direct Day To Day Supervision Of New Entrant	✓	✓	
Sign Off On All Documentation	✓	✓	
Oversee All Direct Contact With Customers	✓	✓	
Shadow, Coach, Observe And Guide		✓	
Manage The Apprentice's Training Needs		✓	
Help The Apprentice Problem Solve		✓	
Provide Feedback And Encouragement		✓	✓
Hold Regular Face-To-Face Meetings With The Apprentice To Discuss Their Progression And Achievements		✓	✓
Help The Apprentice Find The Discipline To Achieve		✓	✓
Help The Apprentice Find The Motivation To Achieve		✓	✓
Help The Apprentice Link Off The Job And On The Job Learning		✓	✓
Sign Off Assessment Of The Work Based Competencies At The End Of Each Semester Based On Apprentice Performance		✓	
Understand The Apprenticeship Academic Syllabus And Timetable		✓	✓
Help Apprentice Learn How To Work Within The Cultural Norms And Expectations Of The Organisation		✓	✓
Help Apprentice Maintain An Effective Balance Between Their Private Lives And Work Life		✓	✓
Support The Apprentice In Undertaking Their Wbl Tasks As Outlined In The Wbl Manual			
Help Apprentice Understand How The Organisation Works		✓	✓
Complete A Mentor End Of Semester Report With The Apprentice			✓
Mark Case Study Assessments And Ensure They Are Uploaded To Moodle		✓	
Ensure The Apprentice Attends Online Sessions		✓	
Ensure The Apprentice Attends Mandatory Face To Face Days		✓	
Providing Constructive Support For Slow Progress/Failure		✓	✓
Ensure The Apprentice Completes A Learning Agreement		✓	
Reviewing Progress Within Job Role	✓	✓	✓
Ensure 2nd Year Apprentices Meet Their Cpd Requirements		✓	✓
Support The Supervisor			✓
Access The Supervisors & Mentors Hub	✓	✓	✓