

Meet the Mentor

**Resource developed jointly by the HASO
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Michelle Place

Michelle is an apprenticeship mentor at Nottingham University Hospitals NHS Trust, and is currently mentoring 1 apprentice directly and over 300 apprentices indirectly.

Michelle, tell us how did you become a mentor?

I line manage an apprentice, so I am automatically a mentor. I also manage our apprenticeship programme so I become an ad hoc mentor to any apprentice who reaches out for support.

Which apprenticeships are you currently mentoring?

Customer Service Level 2 directly, and our whole programme. We use over 20 Training Providers, with a very diverse range of standards.



What kind of individual support do you give the apprentices?

In moving to working partly at home and partly in the office, me and my apprentice have had to learn to manage remotely, so regular 1:1's and wellbeing checks have happened throughout the past year. I offer 1:1 time and drop in clinics to all of our other apprentices.



How have you benefitted from being a mentor?

Watching someone come into the organisation and grow and learn is very satisfying. My previous apprentices update me on their career developments, which is great to hear about. To know I am making a positive difference to colleagues at the start of their career is very rewarding.

How has your organisation benefitted from the apprenticeship programme?

We have developed new roles, have brought in new staff to grow and develop the workforce of the future, and we have been able to support existing staff with funded training.

What have been your biggest challenges whilst being a mentor?

Learning to work remotely, and to be able to provide the same level of support as if we were in the office.

And your biggest successes?

My apprentice has now secured her first substantive role in our organisation.

What do you hope to do next?

Repeat with my next apprentice, who is due to start shortly.

What tips do you have for people wanting to become a mentor?

Giving someone new to the NHS the support, and benefit of our experience is a really rewarding experience. Seeing them flourish is a special, and unique experience.