

Quality in Mentoring

What is QiM?

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Quality in Mentoring (QiM) is a quality award for Mentoring services. There are two levels at which QiM can be awarded:

The Award and Excellence are achieved by a service providing evidence to successfully demonstrate to the assessor that it meets all the required indicators.

About the Quality in Mentoring Award

Quality in Befriending, devised by Befriending Networks in consultation with member organisations and other experts in the field of befriending, was launched in 2010. It is designed to complement the other BNs resources, including Running a Befriending Service: The Good Practice Guide and the Vital Skills in Befriending training courses. The Quality in Mentoring was recently launched in 2022. Very similar to QiB, QiM focuses on the mentoring relationship.

QiM is available in England, Wales and Ireland.

What is QiM?

Benefits for services

- Increase the confidence of potential referrers, Mentees and Mentors as well as funders, commissioners and other stakeholders.
- Review and reflect upon all aspects of the services you manage.
- Receive a 'health check' and suggestions on how you can continue to develop the quality of your service.
- Achieve a certificate and gain use of the QiM logo.
- **A full year free membership of Befriending Networks**

What QiM Requires

The QiM assessment covers the following practice areas;

- **The service**
- Policies and Procedures
- **Staff Management**
- Monitoring and Evaluation
- **Mentee Journey**
- **Mentor Journey**
- **Matching and Ending**

Each practice area is assessed against a series of indicators, which need to be evidenced through documents, policies, interviews and case studies. All **61** indicators must be met to achieve the QiM Award, and a further set of **23** indicators must be met to achieve QiM Excellence.

Services have up to **6 months** to complete the evidencing process.

The sections **The Service**, **Policies and Procedures**, **Staff Management**, and **monitoring and evaluation** are evidenced using an **online platform (38 indicators)**.

The Mentee and Mentor Journeys and the section on **matching and ending** are completed through a **site or remote visit and interviews (23 indicators)**.

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- A site/remote visit to provide evidence for the remaining 29 indicators. ***It is helpful for evidence to be prepared for the site/remote visit.***
- Arranged telephone/online/face to face interviews with service-nominated **Mentors** (normally 2) to discuss their experience and aspects of their role – and normally lasts no more than 20 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- Arranged telephone/online/face to face interviews with service-nominated **Mentees** (normally 2) to discuss their experience and understanding of the service – and normally lasts no more than 20 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- Arranged telephone/online/face to face interviews with a staff member to discuss their experience and aspects of their role – and normally lasts no more than 30 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- 1 case study demonstrating a **Mentee journey**
- 1 case study demonstrating a **Mentor Journey**

For more details including the full indicator list, please see the QiM application guide and indicator list

Services are supported throughout by their named assessor.

You are eligible if your service...

- Works with vulnerable or isolated people.
- Has Mentors who work in a primarily **Mentoring role** (i.e. not primarily as advocates, carers, advisors, personal assistants, shoppers, counsellors, DIY helpers, etc.).
- Has completed at least one full cycle of work before registering (i.e. referrals and assessments, recruitment, training and matching of volunteer Mentors, providing support to both parties, reviewing matches and have considered how to manage endings if not yet experienced any).
- Has funding in place to continue for at least the next 12 months or has submitted funding applications to enable this to happen.

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- Is a member of Befriending Networks and will remain so throughout the 3 year award period.

Any services which don't meet these criteria but would still like to work on developing the quality of their delivery should contact Befriending Networks to discuss what other options are available. Contact Angus Maclean, Quality Officer, email: angus@befriending.co.uk

Costs

Organisation size	Annual organisation turnover	To pay for registration	To pay for assessment	Total cost
Small	<100K	£200	£300	£500
Medium 1	<350K	£200	£550	£750
Medium 2	<750k	£200	£650	£850
Large	751K+	£200	£750	£950

For information about multiple service fees (i.e. for organisations that wish to apply for QiM for more than one service), please contact Befriending Networks.

As part of your application to QiM you will receive a complementary one year's membership. If you are applying to become members as part of your QiM application, your first year's membership fee will be £0 but to retain your QiM award for years 2 and 3, normal membership fees will apply.

What is QiM?

How to apply

- Review the QiM application guide and indicators.
- Complete the Quality in Mentoring Application Form and return it to angus@befriending.co.uk.
- **Questions?** Contact Angus Maclean @ angus@befriending.co.uk.

Next steps

- Once your eligibility is confirmed a **non-refundable registration fee** invoice is issued.
- **An initial online meeting or telephone call will be arranged with your assessor.**
- Pay your registration fee and receive your log in details for the online platform, so you can get started.
- You are listed as 'Aiming for QiM' on the Befriending Networks website.
- You can begin to upload evidence and your QiM assessor will contact you for support. You should upload at least 1 practice area within the first 2 months.