

APC Mentor Scheme (UK) Guidance Note January 2016

Introduction

This guide gives you a brief insight into the APC Mentor role and outlines the structure and support system that is available to APC Mentors.

APC Mentor role profile

Attributes and commitments

- able to make the necessary time commitment to carry out the role
- given authorisation to operate in role
- good working relationships with RICS staff and evidence of positive interactions/associations with RICS brand, staff & events
- no history of any upheld complaints / conduct / disciplinary cases against you

Knowledge and understanding

- of the fundamental importance of professional ethics
- of RICS APC assessments
- of cultural diversity

Skills

- able to use email and internet, with full access to all necessary facilities
- effective communication skills

Criteria

- Enthusiasm and drive to support aspiring members (essential)
- Works collaboratively with RICS and the RTA (essential)
- Has undertaken the APC assessment in the last 5 years (desirable)
- Supports RICS regional events (desirable)

Condition

All APC Mentors must meet with their RTA within the first 12 months of joining the scheme to confirm suitability for the role.

The following principles apply to the selection, appointment and establishment of Mentors

- i) Appointed by RICS Membership Operations Team
- ii) All new appointments to be approved by RTA

Service Level

- Maintain up to date contact details with RICS at all times
- Respond to candidate enquiries for assistance within 5 working days
- Seek support from RICS or the RTA when required
- Advise RICS if you do not have the capacity to assist with candidate enquires
- Provide candidates with 1 hour's advice – further time to be provided at the mentors discretion

APC Mentor Role

Your role will require you to understand the processes' and requirements of the APC and, therefore, it is vital that you read this guide in conjunction with the:

- APC candidate's guide
- APC counsellor's guide
- APC requirements and competencies guide

These guides are all available to download from www.rics.org/apc

It is important that you encourage candidates who contact you to also read these guides in addition to the pathway guides. The pathway guides are contextual guides written for each pathway to assist with interpretation of competencies in the work place. These can be downloaded from www.rics.org/pathway

You should remember that some of the time you spend may count towards your CPD (continuing professional development). Information regarding CPD can be found at www.rics.org/cpd

APC Mentor support

Within each region there will be a number of APC mentors in varying professional groups. The number of APC mentors will depend on the size of the region.

Membership Operations

You will have the support of the Membership Operations department based at Coventry. This department will maintain an up to date list of APC mentors contact details, which will be displayed on the RICS website.

RICS training advisers

In addition to APC mentors, RICS also appoints RICS training advisers (RTAs) whose principal role is to advise candidates and employers on training and assessment. It will, therefore, be necessary to ensure that there is effective liaison between you and the RICS training adviser for your region. RTA contact details available at www.rics.org/rta

Many RTAs work with their local RICS Matrics group to both identify APC mentors and provide training for candidates. You might find further help and support from RICS Matrics colleagues either locally or nationally.

Updates

The APC mentor scheme is co-ordinated by RICS Membership Operations who have responsibility for:

- appointing APC mentors in line with the role profile
- advising and keeping APC mentors up-to-date with changes (Key dates- 31st January & July)

RTA's will also ensure that regular regional meetings or online sessions are held to ensure that you are up to date with any changes.

APC Mentor role

Your role is to provide support to candidates; this may include assisting candidates in their preparation for assessment. In the case of referred candidates you may also be required to provide support to help them prepare for their next assessment.

In brief, your role will be to:

- advise candidates on training, experience and the assessment interview.
*Please note this **does not** include 'checking' submissions prior to them being submitted for assessment.
- encourage candidates to read the APC guides so that they are familiar with the requirements and administration of the APC.
- provide guidance based upon your own experience of the APC process

The candidate will be advised that they have 1 hour of your time. Any further time is offered at your own discretion.

If you are ever unsure seek further guidance from your local RTA.

Please always advise candidates that any advice given should be subject to approval by their counsellor who has ultimate responsibility for APC training. The counsellor should contact the RTA if they need advice.

Experience

You may be expected to give advice on:

- how to achieve the competencies required by their chosen pathway
- the recording of experience against competencies.

Assessment

You may be asked questions on:

- the case study and choice of topic
- the application and submission dates
- the procedures on the assessment day including what to do if they are ill before or on the day or if they have travel problems
- the assessment panel
- the structure of the assessment including the presentation
- how to prepare for the assessment

Continuing professional development

Continuing professional development is important and candidates must be made aware that, if the minimum requirements are not completed they may not be able to sit at assessment.

Your local RICS Matrics group may run low cost events especially designed for APC candidates; either on technical issues or the APC interview. You may wish to consider assisting with these.

Referred candidates

A number of candidates who seek your advice may have been referred at assessment. Most referred candidates will contact you after they have received their results in order to seek your advice. In such instances we suggest you:

- obtain a copy of the referral report from the candidate, which will highlight the areas of weakness and identify why the candidate has been referred as well as outlining training recommendations.
- explore the positive aspects of the candidate's performance and try to agree on some areas of satisfactory performance.
- inform candidates that their next assessment panel will have a copy of the referral report and may ask questions on the areas of weakness as well as the breadth of the pathway they are following.
- encourage candidates to talk to their counsellor as, in all cases, the remedial action lies in their hands.
- refer candidates to the section of the APC candidates guide which deals with referred candidates.

Mentor List

The mentors list is generated from your RICS membership record. It is important, therefore, that you keep RICS up-to-date with any change of address or employment. You are able to update personal details in your member's area online at www.rics.org or your employment details by emailing contactrics@rics.org

It is the candidate's responsibility to contact you and arrange for a convenient time for a discussion. It is envisaged that queries should be dealt with by telephone or email. However, if candidate's request a face to face meeting they should come to you.

It is important to note that many candidates go through the APC successfully without ever contacting an APC mentor as there may be adequate support and advice within their employment.

Referring back to RICS

You should refer back to RICS if:

- there are administration issues.
- there appears to be a case of misadministration.
- candidates appear to have grounds for appeal following assessment.
- candidates are receiving unsuitable training as this must be referred to the RICS training advisers.

Application & approval

If you wish to become an APC Mentor, please return your completed application form to apcsupport@rics.org

When the application form has been returned to RICS, details will be checked and your suitability will be reviewed in line with the role profile.

If your application is approved you will then receive a confirmation e-mail advising that you must attend a meeting with your RTA within 6-9 months. The RTA will also assess your suitability to remain as an APC mentor and will either recommend that you continue as an APC Mentor or that you step down.

If your application is successful, your details will also be added to the APC Mentor list displayed on the RICS website. The list will include your name, membership grade, pathway to qualification, primary professional group and the email address that you have registered with RICS as your preferred email address.

Useful contacts

RICS Membership Operations

T +44 (0)247 686 8555

F +44 (0)20 7334 3811

apc@rics.org

RICS Matrics - www.rics.org/matrics

Please visit the comprehensive RICS website at www.rics.org/apc for information on:

How to qualify – including APC submission documents

RICS training advisers

APC mentors

Guidance and support

No expenses will be reimbursed by RICS membership operations in relation to this voluntary service.

RICS Members, when acting in the capacity of an APC Mentor, will be covered by the Errors and Omissions policy that RICS purchases. This insurance covers an APC Mentor for a negligent act, error or omission in the advice offered in this capacity only.