



## Attainment objectives

---

**SVH Mentor+**  
Valid from July 1 2021

---

**Date:** 30/03/2026

# Attainment objectives SVH Mentor+

Mentors play a crucial role in the development of young professionals. They guide, assess and train the professionals of tomorrow. As a Mentor+, you are able to optimally supervise learning employees and students and also certify them with SVH Practical Certificates. You know how to best encourage them to continue developing themselves. You are also proficient in setting up and adjusting development pathways.

Where in these attainment objectives it refers to *“learning employee”*, this may also be read as *“student”*.

<b>Exam requirement 1</b>	<b>Organising structured development tailored to the situation of the learning employee.</b>
1.1	<p>The candidate makes an assessment of the learning employee:</p> <ul style="list-style-type: none"> <li>▪ knows the main roles/functions within the hospitality industry and understands, at a general level, the competencies required for these roles;</li> <li>▪ can initiate a constructive conversation to identify the motivation and preferences of the learning employee;</li> <li>▪ understands how they can contribute to attracting, engaging and retaining learning employees and staff.</li> </ul>
1.2	<p>The candidate makes a development plan for the learning employee:</p> <ul style="list-style-type: none"> <li>▪ understands the importance of a development plan;</li> <li>▪ knows which input from the learning employee is required to create an appropriate development plan;</li> <li>▪ can assess which SVH Practical Certificates are achievable for the learning employee;</li> <li>▪ can structure the development plan in a logical way;</li> <li>▪ can adjust the development plan when necessary.</li> </ul>
<b>Exam requirement 2</b>	<b>Mastering didactic skills to effectively initiate workplace learning.</b>
2.1	<p>The candidate applies didactic principles and skills:</p> <ul style="list-style-type: none"> <li>▪ has knowledge of didactics and understands the importance of didactic skills;</li> <li>▪ knows the main didactic principles for workplace learning;</li> <li>▪ can apply these didactic principles at the appropriate moments.</li> </ul>
<b>Exam requirement 3</b>	<b>Training learning employees with diverse behavioural characteristics and backgrounds.</b>
3.1	<p>The candidate can recognise behavioural characteristics of learning employees and assess to what extent the background of the learning employee is relevant for the method of supervision.</p>
3.2	<p>The candidate can effectively apply different forms of communication:</p> <ul style="list-style-type: none"> <li>▪ knows the key points of attention when conducting conversations;</li> <li>▪ can communicate in a way that stimulates motivation;</li> <li>▪ can help the learning employee to reflect in a targeted way;</li> <li>▪ can communicate effectively with learning employees with different behavioural characteristics and can adapt their communication accordingly.</li> </ul>
3.3	<p>The candidate can align the training approach with the behavioural characteristics of the learning employee:</p> <ul style="list-style-type: none"> <li>▪ knows what actions to take and what to avoid when supervising the learning employee.</li> </ul>

Exam requirement 4	Formal assessment of learning employees in an informal setting
4.1	The candidate understands the different aspects of formal assessment in an informal setting (in the workplace).
4.2	The candidate can apply different methods of assessment and reflection to stimulate the learning process of the learning employee.
4.3	The candidate can assess objectively using assessment criteria: <ul style="list-style-type: none"><li>▪ understands the importance of objective, fair and critical assessment;</li><li>▪ knows that all assessment criteria must be met before applying for an SVH Practical Certificate;</li><li>▪ understands factors that may influence the assessment of learning employees and knows how to minimise their impact.</li></ul>