



MENTEE TERMS AND CONDITIONS

ETHOS

The peer mentoring service aims to enhance Canterbury Christ Church University students' educational, recreational and social experiences by creating positive relationships to support the transition into university life and throughout the student journey. It aims to enable you to achieve your maximum academic potential, to be successful and to develop skills valuable for employability.

Our student peer mentors are trained in providing support to you according to your individual needs. This takes place in a safe, friendly and relaxed environment that focuses on developing your academic and practical skills to empower you to make your own decisions.

THE MODES OF PEER MENTORING

Pre-arrival peer mentors will contact you via the university email rather than meeting you face to face. This provides a safe environment for informal, non-judgemental dialogue about all aspects of university life.

Pastoral peer mentors will contact you by facilitating face to face meetings but may also conduct mentoring online. They will support you with your day to day life at university which can continue throughout your period of study.

Your mentoring coordinator is a member of staff who will support you with any queries you might have about mentoring or in general. Your mentor is an experienced student who has been carefully trained to ensure they give you the best support possible.

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MENTEE ETIQUETTE & BOUNDARIES

As with all university processes, there is etiquette to mentoring and there are key principles that you should follow in order to ensure that the relationship is as useful as possible.

- **Your mentor is a fellow student – not an expert:** Although peer mentoring is invaluable, it is not a substitute for professional support offered by professionally trained members of staff. Your mentor will not provide you with professional advice on medical conditions, legal documents, disabilities, mental health etc. Your mentor may, however, be able to signpost you to the right person or department.
- **Take care of yourself:** Reach out to your peer mentoring team or Student Support Health and Wellbeing (studentwellbeing@canterbury.ac.uk) if you struggle with anything. We are all part of a team so you are not alone. If a situation is overwhelming please do not hesitate to contact the peer mentoring coordinator. Please be aware that for safeguarding reasons you should refrain from providing any personal contact detail such as your phone number or your address. **You will not be allowed to meet your mentor face to face** until you have actually started at the university. Please also avoid trying to **interact with your mentor using other media such as Facebook, WhatsApp etc. this will avoid disappointment.** Your mentor is not permitted to accept such requests.
- **Just ask:** If you have any questions, no matter how silly you may think they are, please do not be afraid to ask. Your mentor is there to help you and probably had the same questions when they began their study.

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- **Be friendly and use appropriate language:** Please be courteous and respectful to your mentor, as you yourself would expect to be treated.
- **Be proactive and make the most of it:** Your mentor can guide you and offer support but it is up to you to get engaged and to reach out.
- **Give us feedback:** Whenever you can, please give us feedback. Your voice matters!

CONFIDENTIALITY & DATA PROTECTION ACT

Discussions between you and your mentor will be confidential. However, confidentiality may be breached if your mentor has reason to believe that you or any person related to you are at risk or have committed a crime. We are not able to offer complete confidentiality; we just agree that we will not discuss anything outside of the mentoring interactions without good reason. Your mentor will have been advised during training that they should notify you when they will be breaching confidentiality and the steps they will be taking.

The *Data Protection Act* governs the sharing of personal information and if you unwittingly shared your mentor's personal information without their permission, you would be liable under this law. The peer mentoring team may request to see messages between a mentor and mentee, but are also bound by confidentiality.

Last reviewed in February 2016