Alumni mentoring guidelines and FAQs

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GENERAL FAQs

How do I register?
You can register for the Alumni Mentoring Program at mentoring.sydney.edu.au.
Click on either the ‘Ask advice’ (to find a mentor) or ‘Become a mentor’ (to give advice) button
to complete your registration. Please refer to the Mentor User Guide and Mentee User Guide
for further information about how to register.

How do I book or connect to a consultation?

Will the mentee/mentor be able to see my phone number or email address?
No, your phone number or email address is never shared with others on the platform. All
communication is managed through your consultation homepage.

How do I respond to a consultation request?
Mentors and mentees need to respond to consultation requests within 48 hours. To reactivate
this request please contact support@firsthand.co.

Is there a cost to participate in the consultation?
No, there is no cost to participate in the consultation. Some carrier charges may apply.

What is the cancellation policy?
A mentor or mentee can reschedule a meeting as long as it is accepted by the mentee or
mentor, and is at least 24 hours in advance of the session. Cancelling within 24 hours of the
consultation is discouraged, and multiple late cancellations may result in the suspension of your
profile.

Will my consultations be recorded?
Your calls will be recorded for quality assurance purposes and will be deleted within seven
days of recording. Any documents you upload will be stored for up to 48 hours after the
consultation for either party to view. View the Mentoring Agreement for more information.

How do I receive technical support?
For any technical questions or support, please contact support@firsthand.co

How can I provide feedback or receive general support?
For any feedback or general enquiries, please contact the Division of Alumni and Development
at mentoring@sydney.edu.au or phone +61 2 9036 9222.

What other support services are available for mentees?
There are a number of support services available at the University, and in the community, you
can refer mentees to if they need some further assistance or support.
Division of Alumni and Development
mentoring@sydney.edu.au or contact +61 2 9036 9222
University of Sydney Careers Centre
Those who have graduated in the past five years can access University’s Careers Centre services and resources to help identify career options and achieve career goals. sydney.edu.au/careers/career_advice

Centre for Continuing Education (CCE)
The Centre for Continuing Education provide hundreds of short courses in Sydney open to the general public. cce.sydney.edu.au

Counselling and Psychological Services (CAPS)
Provides support to students and graduates to improve their wellbeing. sydney.edu.au/current_students/counselling/

Beyond Blue
Ph: 1300 22 4636

Lifeline
Ph: 13 11 14

MENTEE FAQS AND GUIDELINES

Mentee User Guide
Please refer to the Mentee User Guide for further information on:
- How to book a consultation
- The benefits of having a mentor
- What is expected of a mentee
- Type of advice you can receive.

Preparing for your consultation
As the mentee you are responsible for setting the agenda for the consultation. Prepare a list of well thought out, open-ended questions based on the guidance you’re looking to receive.

Consultation tips for mentees
- Establish a purpose for the consultation
- If you are unsure of your career path, it may be useful to discuss what interests you about the industry and discuss what career paths are available
- Discuss with your mentor tips on how to enter the industry, suggested ways to develop your career prospects, and current challenges in achieving your career goals
- Plan your time to address your most pressing questions. The duration of a consultation is between 30 minutes and 1 hour.
- For further support, please contact Division of Alumni and Development mentoring@sydney.edu.au.

Your feedback
Following your consultation, remember to complete the feedback form you are sent and be professional in your responses.
MENTOR FAQS AND GUIDELINES

Mentor User Guide:
Please refer to the Mentor User guide for further information on:
- what is expected of a mentor
- the types of consultations
- advice you can offer
- how to set your out of office and setting the number of consultations you receive.

Preparing for your consultation
Be a positive role model, support and encourage mentees to develop their skills. Share your experiences, ways to navigate a challenging work environment and provide constructive feedback.

Help graduates feel at ease. Remember it can initially be daunting to approach professionals for advice for the first time. It is important to establish a purpose for the call but to also let the conversation grow organically. If you feel a graduate does not present well or needs further support in an area, contact mentoring@sydney.edu.au.

Consultation tips for mentors
- Establish a reason for the call
- Discuss the experience and interests the mentee has in the industry
- Provide some advice about starting and working in the industry
- Discuss the current industry challenges and how to navigate them. Provide tips on navigating these challenges.

If you believe a graduate needs to develop their professional approach, resume writing or career planning strategies, the Careers Centre delivers a series of careers skills workshops and activities to assist with these and other areas. This services is offered to those who have graduated in the past five years.

Where on my profile can I outline how I can be most helpful to mentees?
We recommend completing the summary at the top of your profile (‘Summarise your background and expertise’) as well as the details related to the type of consultations you are willing to offer (career conversations, resume reviews, and/or mock interviews). Generally, the more detail the better. If you require further information on building a profile, contact mentoring@sydney.edu.au

When should I expect my first consultation?
Your mentor profile will be ‘live’ once it is complete, so you may receive a request any time after registering. You will be notified by email if you receive a consultation request. You will need to respond to a consultation requests within 48 hours of receiving the notification.

Sometimes it can take a while to receive a consultation. You can increase traffic to your profile in a number of ways, including adding a clear profile photo and detailed descriptions of your skills and experience.

I am a mentor, but can I also sign up as a mentee?
We know learning is a life-long experience, so if you are looking to expand your networks and get career advice from more senior and experienced alumni, we encourage you to also consider becoming a mentee.