Alumni Mentoring Program: Mentee user guide

This document includes:
- The benefits of having a mentor;
- Eligibility;
- How to register and create your profile;
- How to book a consultation;
- How to prepare and dial in to your consultation.

If you have any questions or need further information, please contact mentoring.sydney.edu.au

About the program
The alumni mentoring program facilitates career advice via an online platform through one-on-one career consultations, resume critiques and mock interviews between University of Sydney alumni across all disciplines.

What are the benefits of having a mentor?
- Access the most up-to-date career information and industry trends
- Practice networking skills and expand professional contacts
- Receive feedback on your ideas and career plans – ‘reality test’ your assumptions
- Discover alternative pathways and career options
- Help determine if an organisation, role or industry is the right fit for you
- Learn how to market your transferable skills and set goals and strategies for achieving them
- A supported opportunity to develop a career plan
- Build self-confidence, problem-solving and decision-making skills.

Eligibility
To participate as a mentee, you must have graduated from The University of Sydney.

By participating in the program, mentees agree to:
- Act with integrity and commitment, taking action to achieve their nominated goals.
- Keep all conversations and session content confidential between yourself and the mentor.
- Keep all commitments regarding the scheduling of mentoring contact and meetings.
- Be willing to consider and experiment with new concepts and/or different behaviours that are discussed during mentoring meetings.
- Participate in honest, respectful and relevant conversations.
- Maintain a sense of open-mindedness and possibility in respect to the value of advice, suggestions and ideas proposed by the mentor.
- Seek clarification if something is unclear in a careful and polite manner.
- Be responsible for driving their career journey by being prepared for meetings in advance with topics for discussion.
How to register and create your profile

To avoid any registration issues, do not leave the platform until your registration is complete.

1. Visit our platform website: http://mentoring.sydney.edu.au
2. Select ‘Ask advice’

3. Read and agree to the University’s mentoring agreement
4. You can choose to register with your LinkedIn account or email address.

To sign up with LinkedIn

1. Select ‘Continue with LinkedIn’ at the registration page.
2. Enter your LinkedIn login details and select ‘Allow access.’

To sign up using an email address

1. Select ‘Register now.’
5. Complete the contact information details. Your personal contact information will remain private and will not be shared with mentors and other mentees.

6. To receive consultation reminders via SMS text message on your mobile phone, place a tick next to 'Receive SMS text message consultation and requests and reminders'. You can always alter these settings via the ‘Settings’ option from the dashboard. You will be charged at your normal mobile usage rate for text messages.

7. Add education details.

8. Indicate the functions/roles you are interested in. To add a function, click on the drop down arrow in the function field.

9. Indicate sectors/industries you are interested in. To add a sector, click on the drop down arrow in the function field.

10. Indicate the employers you are interested in working for in the future. To add an employer, write out the company name in full.
11. Indicate the locations you are interested in working in. To add a location, write out the city in full.

12. Select Save, you will be directed to the browser page. N.B. you can edit your profile via the dashboard at any time.

How to book a consultation

1. Search for mentors based on the functions, industries, employers, services, location and languages on the browser page. You can narrow your search options using the filter options on the left navigation panel.
   - There is a key word search box at the top of the page, which will search the profiles of mentors.
   - Search for a mentor who matches an area you are looking to upskill in (they don’t need to be in your specific field).
   - You can request bookings with more than one mentor.
2. To view a mentor’s profile, click on their profile name. It is important that you carefully view the mentor’s profile and the services they offer, prior to booking any consultation for the best outcome. You will also be able to view their availability.

3. To book a consultation with a mentor, select ‘Book a consultation’ from their profile.

4. Choose a consultation (career conversation, resume critique or mock interview) based on the services offered by the mentor in their area of expertise. Select ‘Book now’ and complete the three-step form to book a consultation with the mentor.
Booking a consultation:

Step 1
Confirm your details (including country code) before selecting continue.

Step 2
Describe the nature of your request. This is a formal email that will be sent to the mentor on your behalf. Include any particular area you would like advice on. You can also attach any documents you would like the mentor to review prior to the meeting. Keep it short and precise.

Step 3
Select a time based on the mentor's availability (you will view mentor's availability in the time zone you selected during registration)
5. Once you’ve completed the steps to complete a consultation, you will receive a confirmation notification on your screen to invite more mentors to your request. This is a great opportunity to reach out to a number of mentors for different perspectives. Don’t forget to modify your original message.

6. Once you’ve completed this step process you will receive a confirmation notification verifying your email and request. Verify your email to confirm your booking request. If you have not received a verification email, check your junk email, alternatively, the platform can resend the email. If you have not received a verification email within half an hour of making a booking request, please contact support@firsthand.co

7. The mentor should respond to you within 48 hours regarding the suggested timings. If you have not received a response from the mentor after 48 hours, the platform will resend the request to the mentor.
8. Mentors can either accept the timings you have recommended, decline or suggest a new time, based on their schedule.

9. You will receive a notification confirming the meeting time of your career consultation.

10. Once your consultation time has been confirmed, you will receive calling instructions. You will also receive reminders in the lead up to your consultation.

**How to prepare and dial in to your consultation**

1. Once you have agreed on a consultation time with a mentor, you will receive an email with a conference code number and the dial in numbers.

2. Before your consultation, make sure you are prepared with a list of questions or topics you’d like to discuss with your mentor. See our helpful FAQ’s for some suggestions.
3. If for any reason you need to cancel or reschedule your consultation time, you should give at least 24 hours’ notice. The cancellation or rescheduling of a consultation will need to be accepted by the mentor. Multiple last minute cancellations may result in the suspension of your profile.

4. To dial in to your consultation, dial the relevant country number and enter the conference code you received via email. For a domestic call, you will be charged domestic fees.

To avoid any costs, visit the ‘Have us call you instead’ feature, located at the bottom of the page and our system will phone you. You will be able to add your phone number within 10 minutes of the starting time of the consultation.

5. While on the consultation page, you can see any emails or attachments from the mentor under the ‘Meeting Content’ section.
6. If the mentor does not show up for the consultation, you can mark them as a no show in the ‘No show’ section on the right side of the consultation page.

7. After your consultation, you will be asked to leave feedback for your mentor. Always be professional in your feedback as this will be made available to the mentor. It contributes to the overall rating of a mentor’s performance. Any feedback or rating you leave for your mentor is independent of the University of Sydney.