Alumni Mentoring Program: Mentor user guide

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

About the program
The alumni mentoring program facilitates one-on-one career conversations via an online platform, which may include a general career conversation, resume critiques or a mock interview between University of Sydney graduates and alumni across all disciplines.

What are the benefits of being a mentor?
- Fulfilment in helping someone else and contributing to their success.
- Develop your interpersonal and leadership skills.
- Opportunity to reflect on and appreciate your own achievements. Network and expand your contacts.
- Enhance your resume or LinkedIn profile with voluntary mentoring experience.

Eligibility
To participate as a mentor, it is recommended:
- You are a University of Sydney graduate.
- You are currently employed and have at least ten years’ experience in the workforce.
- You are willing to share your time and skills to assist graduates to transition from university to industry.

What is expected of a mentor
By participating in the program, mentors agree to:
- Maintain a professional and ethical working relationship.
- Ensure a safe and supportive environment for each meeting.
- Challenge the mentee appropriately in respect to the attainment of nominated goals.
- Ask questions to encourage clarity and empower the mentee towards a self-directed approach in their growth and development.
- Keep all commitments regarding the scheduling of mentoring contact and meetings.
- Be open, honest and respectful in all communications with the mentee.
- Provide advice where necessary and assist with devising a career development strategy where appropriate.
- Recognise your own professional boundaries and limits to expertise and knowledge and refer the mentee to other specialists for advice as appropriate.
- Act as a role model, embodying your profession’s values and ethical standards.
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: mentoring.sydney.edu.au
2. Select ‘Become a Mentor’
3. Read and agree to the University’s volunteer agreement and mentoring agreement before registering
4. Registration will take approximately 10 minutes. You can choose to register with your LinkedIn account or email address. We strongly recommend using LinkedIn as you are able to directly import your professional information to help complete your profile, rather than manually adding the information if signing up with your email address.

To sign up with LinkedIn

a. Select ‘Continue with LinkedIn’ at the registration page.

To sign up using an email address

b. Select ‘sign up with your email.’
5. Complete the contact information details. Your personal contact information will remain private and will not be shared with mentees or other mentors.

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

7. Include a professional photo of yourself (optional).

8. Add your education details. You can include your majors/area of focus in the ‘Concentration’ field.

9. Add your work experience. The more detailed your work history is, the more opportunities it will provide our mentees to draw on your expertise.
10. Add your areas of expertise. Mentees can only request consultations based on the area of expertise and the services that you offer.

![Add Area of Expertise](image)

11. Select how many consultations you wish to provide each calendar month and your profile will be hidden once you complete your consultation quota. The duration of a consultation is between 30 minutes to an hour.

![Exposure](image)

12. To complete the registration process, verify your email address. A confirmation link will be sent to your email address. You will need to verify your email address to appear in the search results.

![Verify Your Email](image)

13. If you have not received a verification email, check your junk email; alternatively, the platform can resend you the email. If you have not received a verification email within half hour of registering your profile, please contact support@firsthand.co.

14. Once you have registered on the platform, your profile will be sent to the University of Sydney Program Manager for approval. Standard approval time is 48 hours.

How to complete your profile or make a change

1. Once you sign into the platform, all the features you need to use/view are available on the home page. Use the navigation menu on the top right corner, to move through the various sections of the website.
2. To edit the information on your profile, select ‘Edit Profile’ from the dashboard. We recommend you complete the summary at the top of your profile as well as fill out details related to the type of consultations that you are willing to offer.

To add a summary of your work experience and background, select ‘Summarise your background and expertise.’ You can refer to a sample profile at the end of the document.

3. A convenient calendar tool allows you to identify when you are available for consultations. This information will be visible to mentees. Mentees can also seek appointments outside of this time. Pending on your availability, you can either accept or reschedule an appointment.
4. To finalise all the changes, select ‘Done Editing.’

5. To return to the overview page, click on your name which appears at the top right corner of the page

**How to accept, reschedule or decline a consultation**

1. Consultation notifications are displayed on the overview page. To view the consultations requiring your attention, select ‘Consultations’ at the top right corner of your page. Each time you receive a consultation request, you’ll be notified by email.

2. Once a mentee contacts you to set up a conversation you can accept/reschedule or decline. There are three ways you can share your expertise. Mentors can choose to be available for:
   - Career conversations
   - Resume critiques
   - Mock interviews
3. You can accept, decline or reschedule a consultation via the link provided in your email or via your consult profile.

**How to dial in to your consultation**

1. Once you have agreed on a consultation time with a mentee, you will receive an email with a conference code and the dial in numbers.
2. You will receive a reminder notification in the lead up to your consultation. 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 mentee. Multiple last minute cancellations may result in the suspension of your profile.

3. 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.

4. 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 mentee under the ‘Meeting Content’ section.
6. If the mentee does not show up for the consultation, you can mark them as a no show in the ‘No show’ section on the consultation page.

After the completion of a consultation, you can submit feedback about the consultation and an assessment of your mentee. The mentee may also leave feedback about their experience. To view the feedback, select 'Consultations' from the dashboard and click on 'Completed Consultations'. Feedback and rating from mentees are independent of the University of Sydney.
Sample profile

Manager, Special Programs at University of Sydney
A strong communicator across a wide range of stakeholders and channels including government, private and philanthropic organisations. A flair for relationship management and project management with over 6 years experience delivering key philanthropic award and scholarships programs such as the Miles Franklin Literary Award.

I'd be very pleased to speak to you about your goals around project management, team management, communications and marketing campaigns.

Experience
- University of Sydney
  Manager, Special Programs
  2015 - Present

- Perpetual Limited
  Grant and Research Manager
  2014 - 2015

- Perpetual Limited
  Scholarship and Awards Manager
  2014

- The Trust Company
  Health and Personal Injury Consultant
  2009 - 2010

Education
- University of Newcastle
  Bachelor of Arts (BA)

Services

I've had over five years experience in managing staff and am still always learning. I'd be very happy to provide any insights I've learnt along the way through on the job learning, advice from my mentors and working through situations.

Career Conversation

More about Career Conversations

View my availability