

## Mentoring Terms and Conditions

The London Institute of Banking & Finance 'Future Self' Mentor Scheme is available to all students studying professional Higher Education qualifications and members of the Institute of Financial Services. These guidelines are designed to underpin the scheme. Further guidance can be found under the 'Downloads' section of the e-mentoring platform.

### Guidelines for Mentors:

- We accept mentor applications from current students, members and alumni of the London Institute of Banking & Finance, as well as experienced professionals.<sup>1</sup>
- The Future Self Scheme is entirely voluntary and as such mentors agree to give their time for free.
- Mentors are required to complete the online induction programme prior to commencing their role and are also encouraged to attend mentor development events arranged by the London Institute of Banking & Finance.<sup>2</sup>
- The mentor will be available to listen and respond to mentees concerns about study/professional issues only; mentors are not counsellors or lecturers and should refer mentees to other sources of guidance for support outside of these areas. If in doubt mentors can email [mentoring@libf.ac.uk](mailto:mentoring@libf.ac.uk) for guidance.
- When a mentoring proposal has been accepted the mentor will use the online platform to make the initial contact with their mentee. During initial contact the mentor will discuss the boundaries of the relationship, as well as provide the mentee with their contact details, their availability, and the most suitable times when they can be contacted. Guidance is available in the Future Self Mentoring Handbook.
- The mentor's main tasks are to provide support and encouragement, help set goals for mentee's learning and professional development, and provide motivation and help to ensure mentees remain on track. Both parties are encouraged to use the Mentoring Roadmap that is available within the online system.
- The mentor will be happy to share the experiences and challenges they themselves encountered while completing our qualifications and in their professional endeavours.
- Mentors will provide honest, constructive feedback and sometimes even challenge their mentee; they must also be able to show diplomacy and empathy at appropriate times.
- If a face-to-face meeting is necessary, a mentee would usually be expected to travel to meet their mentor however, it is important to agree upon a location that is convenient and comfortable for both parties (we recommend to meet in a public place that will not put either party at any personal risk). Both parties are reminded that particular spaces can carry particular connotations, and it is often best to find a neutral space to meet.<sup>3</sup>
- Mentors will notify the mentee well in advance should they not be available for a certain length of time (e.g. holiday or personal commitments).
- Mentors are required to complete the online learning diary throughout the mentorship. A certificate will be presented upon receipt of the completed learning diary. Mentors should immediately contact the Student Engagement Manager or Alumni Development Manager if they feel there is a problem with the mentor/mentee relationship.
- In most cases the mentoring relationship will come to an end at an agreed date between both parties.<sup>4</sup>

<sup>1</sup> Peer to peer mentors must be full-time students in their 2<sup>nd</sup> or 3<sup>rd</sup> year.

<sup>2</sup> Completing the induction programme is a mandatory condition and mentor profiles will not be approved unless this has been done.

<sup>3</sup> For professionals who act as mentors to full-time students it is recommended to hold face-to-face meetings at the Lovat Lane campus.

<sup>4</sup> The only exception is the Peer-to-Peer mentoring scheme which runs during the academic year. This means that each mentoring relationship will automatically end at the end of the 2<sup>nd</sup> semester.

## Guidelines for Mentees:

- During initial introductions, mentees will discuss and agree upon the boundaries for the relationship to avoid any misunderstandings.
- Mentees who have been unable to make contact with their mentor for a period of more than two weeks must contact the Student Engagement Manager or Alumni Development Manager who will follow up with the mentor in question.
- Mentees who are studying should contact their lecturer or the London Institute of Banking & Finance immediately should there be any concerns regarding their studies.
- Mentees must be reminded that the mentor's role is not to complete the studies for them or act as a counsellor, but to guide them in the right direction.
- It is the mentee's responsibility to keep the mentor informed of the progress of their studies and professional development.
- It is recommended that mentees keep a learning diary throughout the mentorship. This will help to reflect on the mentee experience.

If you have any questions about any aspect of the *Future Self* mentoring scheme please contact with the Future Self Mentoring team direct via email on [mentoring@libf.ac.uk](mailto:mentoring@libf.ac.uk)