

# CAREER MENTORING SUPPORT BOOKLET



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## MENTORING AT THE UNIVERSITY OF WESTMINSTER WELCOME FROM THE VICE-CHANCELLOR

I am pleased to welcome all our mentors and mentees to the next cycle on the Career Mentoring Scheme. The mentoring scheme first began in 2010 with 12 mentoring partnerships. This has now grown to over 550 matches each year, with mentors who come from a diverse range of backgrounds across the world. Through this, many branches of mentoring have been developed to cater for many of our students' and recent graduates' needs.

The University of Westminster is a leading widening participation institution that has been providing students with academic excellence, cultural engagement and personal enrichment since its inception as Britain's first polytechnic in 1838. There is a strong focus on diversity, global engagement and inspiring future professionals.

The Careers and Employability Service is a focal point for a range of enriching activities designed to improve our students' confidence, raise their aspirations, develop their employability and enhance their graduate outcomes. In fact, mentoring has a great significance in contributing to our 2018–2023 strategy, where employability is one of our four objectives. The University aims to ensure that employers will see our students as motivated, bright and work-ready.

Mentoring is an increasingly popular and important university-wide initiative designed to enhance the employability and competitiveness of University of Westminster students and recent graduates. The scheme supports hundreds of students every year and provides our professional mentors with an opportunity to tap into Westminster's future talent. As a direct result of the essential and generous support provided by our mentors, we have been fortunate enough to be accredited by the Mentoring and Befriending Network in 2017 after reaching their approved provider standard.

The Mentoring Scheme was also awarded a Gold Award at the CASE Circle of Excellence Awards 2018, for being a platform that successfully provides crucial support to current students and recent graduates in helping them reach their full potential, with the guidance and encouragement of alumni and external supporters.

We are also proud that the University has a long history of working in partnership with the National Mentoring Consortium which offers mentoring opportunities to home/EU undergraduate students who are from a Black, Asian or Minority Ethnic Background.

Thank you for your continued support and engagement with our Career Mentoring initiatives. You play such an important role in transforming the lives of our students and recent graduates.



**Dr Peter Bonfield**  
Vice-Chancellor and President

# THE UNIVERSITY OF WESTMINSTER

THE UNIVERSITY OF WESTMINSTER IS PROUD OF ITS RICH HISTORY AND HAS BEEN PROVIDING STUDENTS WITH ACADEMIC EXCELLENCE, CULTURAL ENGAGEMENT AND PERSONAL ENRICHMENT SINCE ITS INCEPTION AS THE POLYTECHNIC INSTITUTION IN 1838.

## OUR VISION

We are respected as leaders in teaching, research, engagement with industry, employers, and the professions in the development of work-ready graduates in our chosen areas of strength

We are a UK university that plays a leading and unique role in helping students from different backgrounds, communities, and groups from all around the world realise their full potential

We are a high-performing learning organisation and a community of educational endeavour where individuals, students, and colleagues are able and encouraged to pursue what they love

# ADVANTAGES OF MENTORING AT THE UNIVERSITY OF WESTMINSTER

THE CAREER MENTORING SCHEMES AT THE UNIVERSITY OF WESTMINSTER CONNECT STUDENTS AND RECENT GRADUATES WITH PROFESSIONALS FOR A REWARDING, LONG-TERM MENTORING RELATIONSHIP. BEING MATCHED WITH AN EXPERIENCED MENTOR, STUDENTS AND RECENT GRADUATES GET THE CHANCE TO LEARN ABOUT CAREER PATHWAYS AND OPPORTUNITIES AVAILABLE IN SPECIFIC INDUSTRIES.

Our mentees develop their skills, knowledge and self-confidence by interacting with someone who can help them reach their potential.

Our mentors volunteer their time to share their knowledge and experience with students. They also build new skills, develop their own self-awareness and learn from their mentees too.

Although 88% of our current mentors are University of Westminster alumni, you don't have to be a Westminster graduate to get involved with our mentoring scheme. We welcome anyone willing to volunteer their time as a mentor to help shape the future of our mentees.

**"Mentoring is a supportive learning relationship between a caring individual who shares knowledge, experience and wisdom with another individual who is ready and willing to benefit from this exchange, to enrich their professional journey."**

Suzanne Faure (2000) as cited in Mentoring: A Practitioners Guide to Touching Lives by Sunil Unny Guptan, 2006, p.71)

**"The purpose of mentoring is to support and encourage people to manage their own learning in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be."**

Eric Parsloe (1992) Coaching, Mentoring and Assessing: A Practical Guide to Developing Competence

**"Mentoring is off-line help by one person to another in making significant transitions in knowledge, work or thinking."**

David Megginson and David Clutterbuck (1995), Mentoring in Action



# OUR SCHEMES

SINCE THEIR LAUNCH IN 2010, OUR MENTORING SCHEMES HAVE SUPPORTED, INSPIRED AND ENABLED ALMOST 2000 STUDENTS TO BE READY FOR THE WORLD OF WORK.

They have benefitted by developing their skills for the workplace, therefore increasing their employability. Students have expanded their confidence, enhanced vocational prospects, improved academic outcomes, raised their aspirations, developed their communication and networking skills, and built a greater understanding of the world of work.

The University of Westminster offers three types of Career Mentoring Schemes, in which students and recent graduates can apply to participate.

### CAREER MENTORING SCHEME

- Minimum of five mentoring sessions (face-to-face, phone, or Skype) during a six-month relationship
- Open to all University students and recent graduates (from the last three years)
- All mentors are experienced professionals from a variety of roles and industries
- Two cycles of this scheme run each year

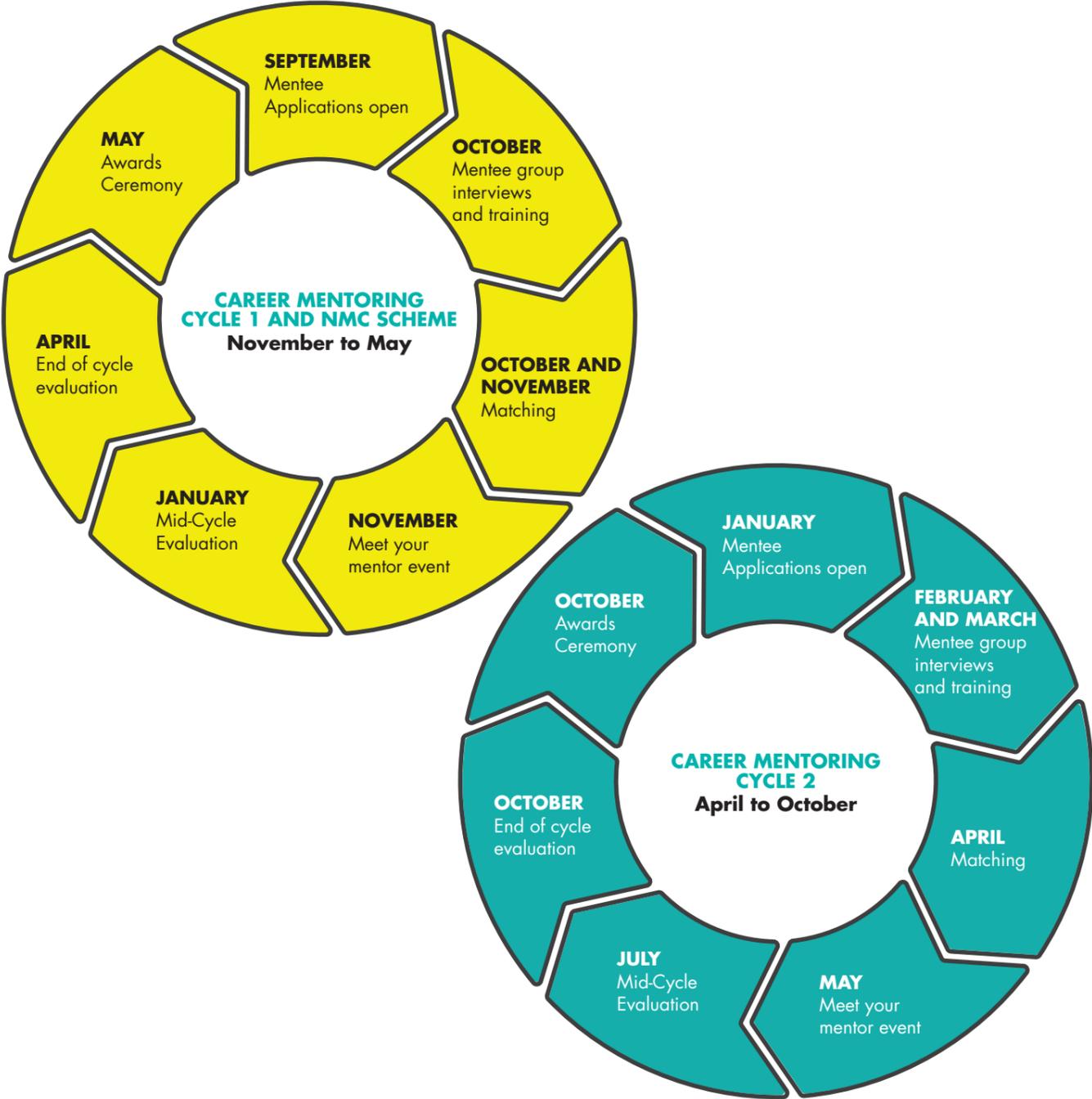
### NATIONAL MENTORING CONSORTIUM (NMC) MENTORING SCHEME

- Open to UK/EU undergraduates from Black, Asian, or Minority Ethnic backgrounds
- Part of the National Mentoring Consortium, this scheme aims to promote equality and diversity in graduate recruitment
- Minimum of five mentoring sessions (face-to-face, phone, or Skype) over six months
- One cycle of this scheme runs each year (November–May)

### ASK A CAREER MENTOR

- This gives students and recent graduates a one-off conversation with an experienced professional from our diverse pool of talented mentors
- Ideal for students in their final year or those that have commitments that may prevent them from participating in our other schemes
- For students with specific questions around a particular area such as application advice, interview tips, career advice, guidance on seeking opportunities etc.
- For greater flexibility for both mentors and mentees, the conversation can take place over the phone, in person, or online
- This service is available all year round (dependent on mentor availability)

### MENTORING SCHEME TIMELINES



# YOUR MENTORING JOURNEY

THE MENTORING SUPPORT BOOKLET WILL HELP YOU WITH USEFUL RESOURCES, TIPS, AND VITAL INFORMATION, GIVING YOU EVERYTHING YOU NEED TO KNOW DURING YOUR TIME ON THE CAREER MENTORING SCHEME AT THE UNIVERSITY OF WESTMINSTER.

## THE MATCHING PROCESS

We use the information in each mentee and mentor application form to find the most suitable matches. This includes information about career areas, previous experience, and what you hope to gain from the scheme. We also consider whether mentees have indicated that they would like an international mentor (ie based outside the UK).

It's important to realise that this scheme is very popular, and we only have a certain number of mentors available within a chosen industry. Our team works hard to match mentees with someone from their desired industry, but it's not something that can be guaranteed. These can still lead to highly successful relationships:

**"I first met Don [my mentor] when I was attending the Meet Your Mentor event. I was a little concerned about whether we were going to be a successful match because I was expecting to be matched with a mentor in the Events Industry. However, I was impressed by Don's deep commitment to understanding my background and the course as a whole. With Don's help, I improved my CV and covering letter for job hunting. I've also learnt significant research skills, important interview skills, and useful presentation skills. He has always informed me about upcoming volunteering/internship/work announcements. Don demonstrated tireless dedication to me and, as a result, I feel a different, stronger, and more capable person."**

Eda Molla Chousein, MA Event Design and Management, 2019

If we are unable to find mentees a suitable match, we may transfer the mentee to the next mentoring cycle or find an appropriate mentor for a one-off conversation through the Ask a Career Mentor service.

Matches are communicated to mentors and mentees via email, including a summary personal profile of your mentor/mentee's key details.

After being matched, it's the **mentee's** responsibility to:

- Initiate the mentoring relationship by contacting their mentor within 48 hours of matching
- Drive the mentoring relationship and establish and maintain regular contact with their mentor
- Attend all mentoring meetings on the agreed dates and times
- Act respectfully at all times and respond to all correspondence from their mentor and the Mentoring Team within five working days

Throughout the scheme, it's essential that mentees understand that mentors are volunteering their time to support the mentee's career development. Therefore, please allow a suitable amount of time for their reply (approximately two weeks).

Should any issues arise, these must be highlighted to the Mentoring Team as soon as possible.

If, as a mentee, you fail to comply with any of the above, it may result in you losing your place on the Career Mentoring Scheme.

## MENTORING REFLECTIVE LOGS

As a mentee, you are expected to complete a minimum of five reflective logs. The Mentoring Team will review reflective logs. This is required for you to complete the scheme and go on to receive your certificate, gain points towards your Westminster Employability Award and have this recorded on your HEAR (if applicable).

Reflective logs:

- must be completed within two weeks of each session
- should be submitted for any type of session (ie face-to-face sessions, phone calls, Skype sessions, etc)
- are a chance for you to consider what you've learned and how you will take their advice forward
- are your chance to let us know of additional/planned activities with your mentor (eg whether they've offered any job shadowing opportunities or work experience)
- let us know if you are experiencing any difficulties, so we can provide you with the right support

Here is an example of a reflective log from a mentee on the scheme:

**"After sending my CV into the Gleeds Recruitment centre in late January, I was fortunate enough to be invited into the Gleeds office for an interview on the 24th February.**

**Prior to the interview, myself and my mentor, Nicola, arranged to meet and prepare for the interview.**

**This involved breaking down my CV into sections to reflect the desired graduate attributes required for the position for which I was applying.**

**I also came with a list of pre-prepared questions for Nicola that she was able to answer and help me feel confident for the day."**

Haile Jones, BSc Quantity Surveying, Mentee, 2019.

## EVALUATION AND FEEDBACK

Both mentors and mentees are asked to complete a mid-term evaluation and a final evaluation for the cycle. By doing so, we gain feedback from you about your experience and this helps us verify that all required sessions have been completed.

Mentees will need to complete both scheme evaluations in order to receive their certificate, points for the Employability Award, or HEAR

Mentor feedback gained through these evaluations ensure that the scheme can continue to grow, improve and also verifies the number of mentoring sessions held

# KEY EVENTS

## MENTEE GROUP INTERVIEW/ TRAINING

Following applications, students and recent graduates must attend a group interview to assess their suitability for the mentoring scheme. This provides mentees with further knowledge about the mentoring scheme, how to interact and communicate with their mentors, and what is expected from them during the year (eg commitment, conduct, etc).

It's a fantastic opportunity for mentees to meet the Mentoring Team and ask any questions before being offered a place and committing to the scheme.

## MENTOR TRAINING

Our training is all about helping mentors to develop the skills they need to set expectations and develop their mentoring strategies. It takes place at the start of each mentoring cycle and is suitable for both new and experienced mentors.

This session is an excellent opportunity for mentors to learn about the scheme and share experiences with other mentors. The event is a chance for mentors to meet the Mentoring Team and ask any questions they may have.

## MEET YOUR MENTOR EVENT

This event takes place at the start of the mentoring cycle. It is the first meeting for mentors and mentees and a great way to start your relationship. Where both a mentor and mentee attend, this will count as the first mentoring session, and the mentee will be required to fill a reflective log.

This is a great opportunity to exchange contact details, set objectives for the relationship, and set up future meetings. It is an excellent opportunity for networking with other mentors and mentees over refreshments while being introduced to the scheme through a series of inspirational speeches. Quiet areas are also available during the event.

## NETWORKING EVENT

Mentor-to-mentor networking events  
These smaller, industry-specific events offer a fantastic opportunity for our mentors to meet one another, swap ideas and best practice, and grow their professional network.

We are looking to host more of these types of events in the future. If you are interested in hosting a mentor-to-mentor networking event, please contact us to find out more information.

## AWARDS CEREMONY

We want to congratulate participants on everything they have achieved throughout the scheme, we invite you to come together and celebrate successes, recognise award winners, and present certificates while networking over light refreshments.

There is also an award for the Mentor and Mentee of the Year, nominated by scheme participants towards the end of the scheme cycle. More information about nominating your mentor or mentee for this award will be given towards the end of the mentoring cycle.

Mentees and mentors on the NMC scheme are also invited to the annual NMC awards ceremony, to celebrate the success of their mentoring relationships. Individuals are recognised for their outstanding contribution and commitment to the scheme through the NMC Mentee and Mentor of the Year awards.



## WHAT OUR PARTICIPANTS SAY

Dania Al-Bayati, an LLB Law graduate in 2019, was one of the Mentee of the Year award recipients at the National Mentoring Consortium's (NMC) annual awards ceremony, 2019. Paul Haines, a Senior Lawyer at HMRC, who mentored her during her time on the NMC Mentoring Scheme, nominated her. The scheme aims to promote equality and diversity in graduate recruitment and to enhance the employability of Black, Asian and Minority Ethnic (BAME) students.

**"The mentoring scheme has been an exceptional journey for me, as it allowed me to develop my professional skills. My mentor Paul has been generous with his time and shared his knowledge and wisdom, which has inspired me to become more diligent. I am so grateful for the opportunities the scheme has opened up for me, and I urge talented Westminster students to apply next year."**

Dania Al-Bayati, Law LLB mentee 2018/19.

**"HMRC has supported the NMC scheme since it began 25 years ago. I was delighted to have the opportunity to volunteer as a mentor on the scheme. Dania had real curiosity, motivation and global outlook and I was pleased to help her with things like CV writing and interview skills, to facilitate work shadowing in HMRC and to share my insight into what it's like to be a lawyer. I wish Dania and all mentees every success in their future training and careers."**

Paul Haines, Senior Lawyer and NMC mentor.

Danny Gray, has supported students at the University of Westminster as a mentor since 2012. We met up with Danny, alongside one of his former mentees, Reah, to celebrate his commitment and discuss what he's learnt through his years of dedication to the scheme.

**"I'm extremely proud to know that I'm influencing my mentees' futures for the better. It's fulfilled my reason for joining this mentoring scheme, which is sustained when someone like Alexis stays in contact with me and then I can follow her career, even if we meet only every six months or so. Reah will be the same afterwards. Ideally, I'd like all seven of my mentees over the years at the same table, so we can compare experiences and talk about how the scheme has evolved."**

Danny Gray, BSc Construction Management 1998 Westminster Graduate. Programme Manager and mentor.

**"Danny has been very supportive, not just with looking at my applications, but also being someone to talk to about my career in general. I haven't really had the opportunity to network in the profession, so it's been really good to speak to someone who is in that field and learn from the steps he's taken to get there."**

**My expectations with the mentoring scheme have been exceeded. Danny has helped to give me direction and guidance, and I think, just through talking with Danny, I've been able to establish where I'd like to go career-wise."**

Reah Huggins-Sutton, BSc (Hons) Real Estate mentee 2018/19.

## MENTORS BENEFITS OF BEING A MENTOR

**"Being a mentor at Westminster is a second-to-none opportunity to make a positive impact in society and give back. By sharing our experience and vision, we are helping young talents find a clearer path and to acquire a wider scope of vision of the real professional world."**

Maria Lain Valenzuela, Founder of Spanish for Executives and Mentor

Mentoring is a long-term relationship that meets a developmental need.

As a mentor, your goal is to facilitate personal and professional growth in an individual by sharing your knowledge and insights to help your mentee succeed.

It will give you the chance to enhance your portfolio of skills in critical areas such as leadership and communication.

As part of the scheme, you can attend mentor training and networking events to help you develop confidence and learn skills and methodologies to support mentees during your sessions.

It is also an opportunity to reflect on your career, to share your experiences, to shape a student's future, and gain access to upcoming talent.

Here's what one of our mentors, Simon Stone, Director at Metrus, had to say:

What tips or advice would you give a mentee looking to get the most out of the mentoring scheme?

**"Ask questions! I love mentees being inquisitive. I never get embarrassed or shirty if they say they don't understand. I also think the role of a mentor is to assist and point the student in the right direction – it's never to do the work for them. It's to make sure they benefit and gain from each project or piece of coursework. I see the joy on students' faces when a light bulb moment happens, and they say, "Yes, now I understand!"**

# YOUR ROLES AND RESPONSIBILITIES

TO MAKE SURE YOU GET THE MOST FROM THE MENTORING RELATIONSHIP, IT'S ESSENTIAL YOU UNDERSTAND WHAT YOUR ROLES AND RESPONSIBILITIES ARE FROM THE START.

## AS A MENTOR

- Take a personal interest and encourage trust and respect by being open
- Learn about your mentee's career ambitions and reasons for them
- Provide information and advice as appropriate and be a sounding board for ideas
- Give constructive feedback and respect that it's up to the mentee to follow it
- Provide resources for signposting – you're not expected to know all the answers

## JOINT WITH MENTEES

- Be prepared to invest sufficient time to ensure a productive relationship, committing to a minimum requirement of five mentoring sessions (face-to-face, phone, or Skype) over six months
- Be willing to listen, learn, and challenge
- Show enthusiasm, honesty, and openness
- Respect the confidentiality of the relationship
- Learn about each other's career interests and experiences

# MENTOR CODE OF CONDUCT (OVERVIEW)

## SCREENING AND MATCHING PROCESS

- The Mentoring Team will screen my application and will arrange a phone call if any further information is needed
- Information from my application will be used to find a suitable match. My mentee will be a current student or recent graduate
- I can be matched to more than one mentee if I wish
- If I am based outside London, the Mentoring Team has a small travel budget for mentees to help facilitate face-to-face meetings

## AS A MENTOR

- I agree to have a minimum of five one-hour mentoring sessions over six months and to attend all meetings. If I am unable to do so, I will contact my mentee and the Mentoring Team as soon as possible
- I will always act respectfully towards my mentee and respond to their communications within five working days or as soon as possible
- I will support my mentee's identified areas of personal and professional development
- I will not work beyond the bounds of my capabilities, experience, and expertise
- I will not use any ideas, products or materials that my mentee has, or may develop, to further my business or financial interests

- If any issues arise during the relationship, I will contact the Mentoring Team immediately, who will investigate and keep me informed of the outcome
- I will ensure all meetings are conducted in a 'low risk' environment (eg my workplace, public space or neutral location)

## AFTER THE MENTORING CYCLE

- I understand there is an Awards Ceremony to celebrate the end of the mentoring relationship
- I agree to complete the end of scheme evaluation by the given deadline to share my experience and help to verify that the mentee has carried out the minimum requirements of the scheme
- It is up to me to decide whether I wish to stay in touch with my mentee (I will let the mentee know either way)

## WITHDRAWAL FROM THE SCHEME

- If I can no longer participate in the scheme, I will inform the Mentoring Team as soon as possible
- The data related to my participation will be kept in line with the Mentoring Scheme's **Privacy statement**)
- I will return to the University (or delete at the University's discretion) all personal data that I hold about my having been a mentor



# MENTEES BENEFITS OF BEING A MENTEE

*"I gained a mentor whom I have continued to have a relationship with since the scheme and can go to for advice that I wouldn't be able to get from other people in my life."*

Nadia Shah, BA (Hons) International Relations, 2018

Nadia's comment perfectly sums up just a few of the benefits of having a mentor. They'll give you a bird's eye view of the professional world, offer you an insight into their career area, and increase your professional network.

All of this will help you build your self-confidence and increase your employability skills, giving you the best chances of success after you complete your studies and take your first steps into the working world.

## WESTMINSTER EMPLOYABILITY AWARD

Being a student mentee also counts towards the Westminster Employability Award (recent graduates not eligible).

Employers are looking for more than graduates with a degree. They want well-rounded individuals who have invested in their personal and professional development.

This award formally recognises the extra-curricular activities you complete during your time at the University of Westminster, with points being awarded for different activities.

Through Career Mentoring, you are awarded 20 points for successfully completing the requirements of the scheme. These points contribute towards a Bronze (50 points), Silver (100 points), or Gold (150 points) Award. Find out more information by going [westminster.ac.uk/employability-award](http://westminster.ac.uk/employability-award).

## HEAR

As an undergraduate student who completes the scheme, your participation will also be included in your Higher Education Achievement Report (HEAR).

Your HEAR is a formal degree transcript that provides a full record of your university achievements, including both academic and extra-curricular learning and experience. In today's competitive world, HEAR is a crucial resource for helping employers and others appreciate the breadth of your capabilities, helping you stand out from other candidates.

# YOUR ROLES AND RESPONSIBILITIES

## GETTING THE MOST OUT OF YOUR MENTORING RELATIONSHIP RELIES ON YOUR FIRM UNDERSTANDING OF YOUR ROLES AND RESPONSIBILITIES.

### AS A MENTEE

- Define your goals and expectations from the outset
- Show consideration for your mentor's time and opinions by attending scheduled meetings
- Take responsibility for driving the relationship, arranging meetings, and raising the issues you want to cover
- Be flexible, open-minded, and willing to step outside your comfort zone
- Be professional, acting as an ambassador for the university

It's essential you manage your expectations clearly from the start to prevent any misunderstandings. To do that you must:

- Discuss expectations at the beginning of the scheme
- State your goals and listen to those of your mentor
- Mutually agree on what the desired outcomes are
- If any are unrealistic, make a note when they are discussed and the reason why they are rejected

It's also important to understand that your mentor is not there to rewrite your CV, job applications, or university work. Their role is purely to offer advice.

### JOINT WITH MENTORS

- Be prepared to invest sufficient time to ensure an effective relationship, committing to a minimum requirement of five mentoring sessions (face-to-face, phone, or Skype) over six months
- Be willing to listen, learn and challenge
- Show enthusiasm, honesty, and openness
- Respect the confidentiality of the relationship
- Learn about each other's career interests and experiences.



# MENTEE CODE OF CONDUCT (OVERVIEW)

## ALLOCATION AND MATCHING PROCESS

- The information I have provided will be used to match me to the most suitable mentor
- I understand there's no guarantee that I'll be matched with a mentor from my chosen industry
- If paired with a mentor based outside of London, the Mentoring Team have a small travel budget I can apply for if I want a face-to-face meeting with my mentor

## AS A MENTEE

- I am expected to attend a minimum of five one-hour mentoring sessions in six months
- It is my responsibility to initiate and drive the mentoring relationship and that I must contact my mentor within 48 hours of being informed of a match
- Failure to attend the mentoring meetings (without a valid reason) may result in losing my place on the scheme
- I must be respectful, punctual for all meetings, and respond to emails and telephone calls from my mentor and the Mentoring Team within five working days
- If problems arise, I must contact the Mentoring Team with details of the issues as soon as possible so they can help resolve the situation
- I agree to ensure all meetings are conducted in a 'low risk' environment, preferably the mentor's workplace or neutral setting

## AFTER THE SCHEME

- I agree to complete the end of scheme evaluation form before the given deadline
- To receive my certificate and have my participation recorded on my HEAR, and for it to count towards my Employability Award, I must have completed the minimum requirements:
  - Attend the Meet your Mentor event (if my mentor is attending)
  - Hold at least five one-hour mentoring sessions
  - Complete reflective logs for each session
  - Submit the mid-cycle and end of cycle evaluation form

## WITHDRAWAL FROM THE SCHEME

- I must contact the mentoring team in writing if I wish to withdraw from the scheme. If an invalid reason is given it may impact my future participation in the Career Mentoring Scheme
- To withdraw, I must email my notification to the mentoring team with my reasons
- Withdrawing means I won't receive a certificate, it won't be recorded on my HEAR, and I won't receive additional points towards my Employability Award



# MEETING YOUR MENTOR IN PERSON

**DURING YOUR TIME ON THE CAREER MENTORING SCHEME, YOU WILL HAVE ONE-TO-ONE MEETINGS WITH YOUR MENTOR. HERE ARE SOME GENERAL GUIDELINES THAT HAVE BEEN PROVIDED TO HELP YOU MANAGE YOUR MENTORING RELATIONSHIP.**

If you are meeting your mentor in person, it is recommended that you let a friend/family member know where you'll be going, timings and your contact details etc.

## 1. MENTORING SESSIONS OFF-CAMPUS

- Ideally you will meet with your mentor at their workplace during normal working hours (Monday–Friday, 8am–6pm).
- If your mentor wants to meet with you at their workplace or invites you to a networking event **outside of normal working hours**, ask who will also be there or attending (eg any other staff members or colleagues).
- Although we hope that you will be able to meet your mentor at their workplace, this may not always be possible (eg your mentor may be retired or between jobs). Instead you can meet in an alternative location, **such as a public open space/neutral setting** (eg a local coffee shop, library or café).
- **Please do not meet your mentor in any personal locations** such as your home, or your mentor's home. If you are unsure about this, then please contact the Mentoring Team and we will provide further support and guidance.

## 2. MENTORING SESSIONS ON CAMPUS

- Don't forget that there are also **spaces available at the University** for you to book for your meeting (eg Library rooms and Foyer area at Regent Street etc).
- When meeting on campus, please be aware that there are strict security procedures that need to be followed. To avoid any issues, ensure that you contact the Mentoring Team **a minimum of 24 hours in advance providing details of the location (campus), time and date of your meeting so that the reception team can be informed.**
- If you would like to use University spaces, please **email the Mentoring Team** who will provide further information on room availability and booking process.



# FURTHER INFORMATION

## MANAGING LONG-DISTANCE RELATIONSHIPS

### LONG-DISTANCE MENTORING RELATIONSHIPS CAN AND DO WORK.

WITH TODAY'S TECHNOLOGY, MENTORING FROM A DISTANCE IS EASY TO FACILITATE. SO IF YOUR MENTOR ISN'T LOCAL, THERE'S NO REASON WHY YOU CAN'T HAVE A PRODUCTIVE AND MUTUALLY BENEFICIAL MENTOR/ MENTEE RELATIONSHIP WITH SOMEONE WHO ISN'T GEOGRAPHICALLY CLOSE TO YOU.

Our top tips are:

Plan ahead and schedule your meetings in advance with the mentee proposing the agenda. Be sensitive to time differences

Active listening is essential. Eliminate distractions and check understanding to prevent misunderstandings

Use video conferencing as well as phone calls to enhance and strengthen your relationship

Between meetings, exchange emails and interesting news with each other to maintain your connection

In 2018/19, Leo Nedelcu, a graduate in BMus Commercial Music Performance, had a mentor based in the United States. Leo shared his top tips on working with an international mentor:

- **Communication is key:** Always be pro-active, make sure you are constantly in touch with your mentor via e-mail to schedule your Skype meetings
- **Be professional:** Get ready for your Skype meeting at least 30 minutes before the agreed start time – it's always good to double-check your internet connection is OK or that Skype is working to avoid having to cancel due to technical issues
- **Be flexible:** The time zone is never a problem: you can always work around that and find a time which will suit you both
- **Do your research:** Make sure you make the most of your sessions. Having a set of questions ready for your mentor shows just how much you are invested in the relationship. Time is valuable, especially when your mentor is international and you are unable to meet in person, so make the most of it
- **Act on the feedback and support you are receiving from them:** There is nothing more rewarding for a mentor than showing them that you have applied all you have learned, 'the distance travelled' from one session to the other, and that it worked out in your favour and you got a positive result from it. This will strengthen your relationship and allow you to develop more than just a mentoring partnership; it will allow you to develop a beautiful friendship

Remember, the Mentoring Team can support mentees who are in a long-distance mentoring relationship with travel expenses under certain circumstances. Please read further to find out more information on this.

## TRAVEL EXPENSES

### MENTEES CAN APPLY FOR TRAVEL REIMBURSEMENT WHEN MATCHED IN A LONG-DISTANCE MENTORING RELATIONSHIP (I.E. OUTSIDE LONDON/ INTERNATIONAL MENTORS)

#### REQUEST GUIDELINES

- Where a mentee requests reimbursement for travel within the M25, this will also be reviewed on a case-by-case basis
- Activities such as attending conferences, work experience, etc, will be considered
- If the reimbursement request is successful, mentees can make one or more claims throughout the year. Second and third requests are judged on a case-by-case basis

#### SUBMITTING REQUESTS

- To make a request, submit the [Travel Expenses Reimbursement Request Form](#) through [Engage](#) in advance of booking your travel
- Screenshots or evidence of costs must be uploaded to Engage with all requests
- Your mentor will be contacted to confirm the details of the planned activity

- You will receive a response to your request within five working days
- You must find the most cost-effective fare otherwise your request may be rejected

#### SUCCESSFUL REQUESTS

- Once approved, you are responsible for booking your travel
- You will receive your travel expenses form [after](#) your activity. Claims submitted more than 90 days after will NOT be reimbursed
- Travel expenses are paid following University guidelines
- If your mentoring activity is not completed, you must let the Mentoring Team know the reasons why in writing so we can decide whether to reimburse your purchase of up-front travel



# BRINGING THE RELATIONSHIP TO A CLOSE

**YOUR MENTORING CYCLE IS COMING TO AN END. IT'S BEEN AN INCREDIBLE EXPERIENCE FOR YOU BOTH, WITH A LOT LEARNED ALONG THE WAY.**

As a mentor, you've seen your mentee grow in confidence, and they are now ready to move on. As your mentoring relationship draws to a natural end, it's a good idea to review what has been learnt and offer to keep in touch with your mentee.

But what happens if your relationship ends prematurely?

The Career Mentoring Scheme is there to benefit students and recent graduates by improving personal and professional development while also giving them an enjoyable experience. However, despite the best efforts of both the mentor and mentee, there are occasions where the mentoring relationship does not work:

- Your mentee is not responding
- Your mentor isn't providing what you need
- The mentor/mentee has to withdraw for personal reasons
- The relationship isn't working, and both parties want to move on

If this happens, we advise you to take the following steps:

- Speak to your mentor/mentee to discuss the situation and to try and identify the issue
- If this does not resolve the situation, contact the Mentoring Team immediately who will try to find a solution

# MENTORING COMPLAINTS PROCEDURE

**OUR COMPLAINTS PROCEDURE APPLIES TO MENTORS AND MENTEES ON THE SCHEME.**

**IT IS DESIGNED TO PROVIDE AN OPEN AND FAIR WAY FOR PARTICIPANTS TO MAKE THEIR ISSUES KNOWN AND AIMS TO RESOLVE COMPLAINTS OR GRIEVANCES QUICKLY BEFORE THEY ESCALATE.**

## INFORMAL DISCUSSIONS

The first step is to talk to the Mentoring Team about your complaint as soon as possible. Your issues will be dealt with seriously, and the team will do everything possible to resolve the problem informally.

## FORMAL PROCEDURE

If the team is unable to resolve the issue to your satisfaction, the next step is to follow the formal procedure.

## RIGHT OF APPEAL

If the mentor/mentee wishes to appeal against the decision, they must do so by contacting the Careers and Employability Manager in writing within ten working days of the decision being made. Contact details will be provided upon request.



## Stage 1

- Put the complaint in writing to [career-mentoring@westminster.ac.uk](mailto:career-mentoring@westminster.ac.uk)
- A meeting/phone call will be mediated between the mentor and mentee
- Within five working days of the meeting, the Mentoring Team will give a written response outlining how the complaint will be responded to (unless it's against another mentor/mentee where this period may be extended)

## Stage 2

- If the mentor/mentee is unsatisfied with the result of stage 1, they must email the Mentoring Officer within 10 working days of receiving the outcome from stage 1
- They will meet with you and give a written response within five working days (unless it's against another mentor/mentee where this period may be extended)

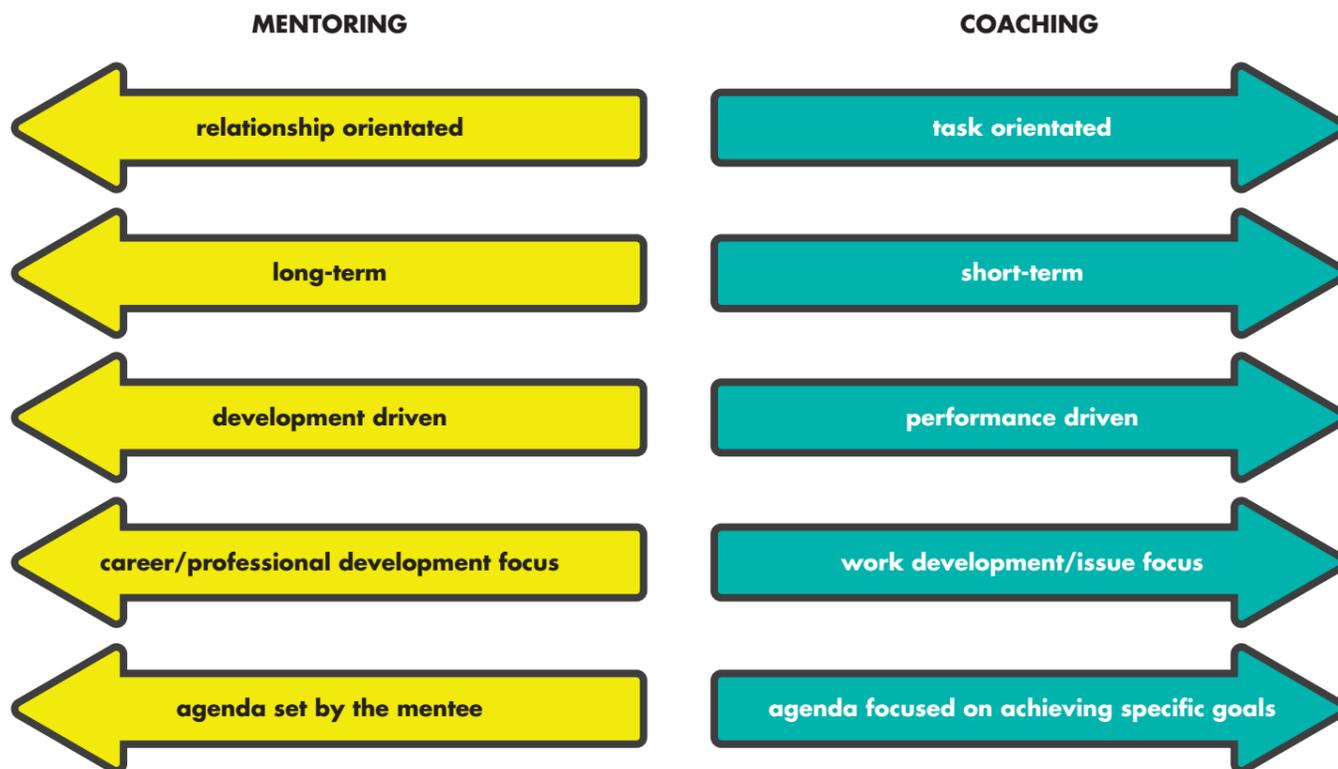
# MENTORING RESOURCES

## DIFFERENCES BETWEEN COACHING AND MENTORING

UNLIKE COACHING, WHERE YOU ARE TASKED WITH HELPING SOMEONE ACHIEVE A SPECIFIC TARGET, MENTORING CONCENTRATES ON HELPING SHAPE AN INDIVIDUAL'S BELIEFS AND VALUES POSITIVELY, AND HELPING THEM ACHIEVE THEIR GOALS. IT IS A LONG-TERM RELATIONSHIP GUIDED BY SOMEONE (THE MENTOR) WHOSE ADVICE COMES FROM EXPERIENCE.

In the context of the University of Westminster's Career Mentoring Scheme, you are, without doubt, a mentor.

The two are closely aligned, which can create ambiguity about what's expected of you. That's why we've put together our top five differentiators.



## WHAT TO EXPECT AT YOUR FIRST MENTORING SESSION

YOUR FIRST MENTORING SESSION IS ALL ABOUT GETTING YOUR RELATIONSHIP OFF TO A GOOD START.

IT'S A TIME TO ESTABLISH SOME GROUND RULES AND ACKNOWLEDGE THAT THIS IS A TWO-WAY RELATIONSHIP. YOUR FIRST MEETING IS ALSO THE IDEAL OPPORTUNITY TO AGREE ON WHAT YOU HOPE TO ACHIEVE AND SHARE YOUR EXPECTATIONS.

### FINDING YOUR STARTING POINT

After introducing yourselves, it's time to set the goals of the mentoring relationship.

As a mentor, it's important to understand that not all mentees will have a firm idea of their goals so you may need to take the time to ask open questions to help them understand what it is they want to achieve.

As a mentee, even if you don't have clearly defined goals in mind, it's vital that you have at least formulated a rough idea of what you're looking to achieve. Talking to your mentor will help you coalesce these into firm goals.

Now is the time to talk about:

#### Housekeeping basics

- Frequency, location, and length of meetings
- How you will keep in touch
- How you will work together
- Confidentiality
- Responsibility
- How progress will be recorded, and targets issued for future development

#### Specific direction of sessions

- Any issues facing the mentee
- The mentee's achievements to date and how they can be built on
- Setting priorities and expectations

#### Set priorities

- Areas where the mentee would find input most useful



# BUILDING RAPPORT AND TRUST

FOR MENTORS AND MENTEES, IT'S VITAL TO BUILD TRUST AND RESPECT BETWEEN EACH OTHER. THIS WILL HELP THE MENTORING RELATIONSHIP GO FROM STRENGTH TO STRENGTH AND ENSURE THAT YOU CAN ACHIEVE THE GOALS YOU SET OUT TO COMPLETE.

## MENTORS

### DO

- Get to know your mentee
- Value their opinions
- Do what you say you're going to do
- Communicate openly and honestly
- Don't be afraid to challenge

## MENTEES

### DON'T

- Do most of the talking
- Confront them if they don't follow your advice
- Start from your viewpoint because you know better
- Ignore their issues
- Share confidential information

# THE MENTOR/MENTEE LEARNING CONTRACT

## WHAT SHOULD IT INCLUDE?

In a nutshell, your learning contract will define:

- Your mentor/mentee relationship and what it aims to achieve
- Your responsibilities to one another
- Confidentiality
- The boundaries of your relationship
- The frequency, location, and duration of meetings
- How to deal with postponements
- Rules about note-taking
- Your commitment to openness, honesty, and the giving and receiving of feedback
- When and how to measure progress

## WHY IS IT NEEDED?

It's essential that at the start of your mentoring relationship, you both understand what you expect and how you anticipate it will proceed.

## EXAMPLE LEARNING CONTRACT

Here are some suggestions for areas you might like to agree on. This is just a guideline so you can use your own format for the learning contract as agreed with each other.

The number of objectives is just a suggestion, and you can agree to more if you feel this is necessary.

## THE MENTOR/MENTEE LEARNING CONTRACT

We agree to:

- Attend all meetings as agreed
- Be in regular contact with each other
- Set content and objectives of meetings (use the space below)
- Discuss boundaries (eg appropriate times for contact/work to be completed or managing expectations)
- Review and reflect on the learning process
- Adhere to confidentiality agreements



Objective 1

Objective 2

Objective 3

Objective 4

Mentor:

Mentee:

Signature:

Signature:

Date:

Date:

# ACTIVITIES AND DISCUSSION TOPICS

IT'S IMPORTANT AT THE START OF THE RELATIONSHIP FOR MENTORS TO HELP THEIR MENTEES TO IDENTIFY ACTIVITIES AND DISCUSSION TOPICS THAT WILL HELP THEM TO ACHIEVE THEIR LEARNING AND CAREER DEVELOPMENT GOALS.

Below are some examples of activities that mentors can use:

## 1. Identify goals and create a mentoring action plan

Once you have helped your mentee identify their goals and objectives, it's time to work with your mentee to create a mentoring action plan that captures them.

## 2. Address your mentee's challenges

Spend time talking to your mentee about a challenging situation. Discuss the outcome and then brainstorm alternative ways to deal with the challenge.

## 3. Role-play

Work on tackling challenging situations by role-playing them. Construct work-specific scenarios that will help your mentee develop their understanding of the situations they may face.

## 4. Give oral and written feedback

Watch your mentee in a meeting or presentation context and offer constructive feedback. Reviewing their CV, covering letters and interview techniques also provides valuable input to further develop your mentee's skills.

## 5. Share career history and experience

Sharing your experiences will help your mentee's understanding of the working environment. You can also discuss alternative routes into their chosen sector, other options for their degree, and link them with people who have followed a similar path to the one they are proposing.

## 6. Create a vision statement

Work with your mentee to create a vision statement that shows where he or she wants to be in five years. This will give them a focus to work towards.

## 7. Regularly review goals

Regular review and discussion of your mentee's career development goals will help keep the process on track and cement their learning. It's also an opportunity to identify new goals and challenges.

## OPTIONAL ACTIVITIES

### 8. Voluntary work

Is there a community or volunteer-based group where your mentee could gain valuable experience? Explore volunteering opportunities through the University's volunteering service.

### 9. Job shadowing

Although not expected within the mentor/mentee relationship, this could be a useful additional activity. Inviting your mentee to sit in on meetings or shadowing you in your daily activities, allows them to learn and network in a work environment. Be sure to debrief afterwards to cement their learning.

### 10. Provide networking opportunities

Who you know is vital for career progression. Introduce your mentee to contacts who may be valuable for their professional development and practice skills you have discussed.

## DISCUSSION TOPICS FOR MENTEES

Discussion area	Example
PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> <li>• Skills needed for specific industry/job role</li> <li>• The skills employers value</li> <li>• Communication/interpersonal skills</li> <li>• Presentation skills and public speaking</li> <li>• Time management</li> <li>• Organising and planning</li> <li>• Team working skills</li> </ul>
PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> <li>• Commercial awareness and resources</li> <li>• Researching employers and job hunting:               <ul style="list-style-type: none"> <li>– Useful websites/best places to start searching for internships/work experience/job opportunities</li> <li>– How to find out more about specific employers</li> </ul> </li> <li>• How to approach employers for work experience/voluntary roles</li> <li>• Advice on improving CV and covering letters:               <ul style="list-style-type: none"> <li>– Identifying areas of improvement or where lacking experience</li> <li>– How to structure a CV and cover letters</li> </ul> </li> </ul>
CONFIDENCE BUILDING	<ul style="list-style-type: none"> <li>• Tips on succeeding</li> <li>• Sharing experiences and different ways to enter sectors</li> </ul>
ACADEMIC DEVELOPMENT	<ul style="list-style-type: none"> <li>• Postgraduate study or training options and how to find them</li> <li>• How to balance university commitments with job hunting</li> </ul>



## ADDITIONAL SUPPORT CAREERS AND EMPLOYABILITY SERVICE

### FOR ALL UNIVERSITY OF WESTMINSTER MENTEES

At Westminster, we believe the skills you develop at the University should enhance your professional life. We place as much emphasis on gaining skills relevant to the workplace as we do on the academic discipline.

Our dedicated Career Consultants are available to speak to you about your next steps on your career development journey, including career planning, job search information and advice, placements and graduate vacancies.

Mentees can access [Engage \(engage.westminster.ac.uk\)](https://engage.westminster.ac.uk), the University's online system for employability, which offers information about vacancies for part-time/vacation jobs, student placements and finalist vacancies. Mentees can also book places on forthcoming events and activities, and find resources.

Using Engage, you can:

- Book a 45-minute [Careers Consultation](#) with a Careers Consultant to discuss any career-related topics, applications, CVs, career choices, decision making, finding work, job-seeking strategies, networking, and mock interview practice
- Book an appointment with a Work Experience and Placements Officer to discuss work placements
- Submit a query, to which a relevant Careers Team staff member will respond
- Book your place at a [Work Placements Careers Workshop](#) or [Employer Event](#) to develop career management and job-seeking skills or to meet potential employers.

- Skills Academy sessions take place all year round and can help you to enhance your skills in CV writing, job applications and interviews to name but a few
- Access [Engage Plus](#), an online resource to help you prepare for assessment centres, access interview FAQs, research organisations, and improve your commercial awareness

If you need assistance generating ideas about possible careers you can do so by using [Career Planner](#), which can be accessed at [prospects.ac.uk/planner](https://prospects.ac.uk/planner).

More information on our services can be found at [westminster.ac.uk/careers](https://westminster.ac.uk/careers) or by emailing [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk) or calling 020 7911 5184.

# OTHER UNIVERSITY SERVICES

## FOR CURRENT UNIVERSITY OF WESTMINSTER STUDENTS

### Careers and Employability

Career planning, job search information and advice, mentoring, part-time jobs, placement and graduate vacancies  
E: [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk)  
T: +44(0) 20 7911 5184  
[westminster.ac.uk/careers](http://westminster.ac.uk/careers)

### Counselling

Confidential individual and group counselling for personal and emotional matters  
E: [counselling@westminster.ac.uk](mailto:counselling@westminster.ac.uk)  
T: +44(0) 20 7911 5000 ext 66899  
[westminster.ac.uk/counselling](http://westminster.ac.uk/counselling)

### Disability Learning Support

Advice and support for disabled students, those with long-term medical conditions (including mental health conditions) and students with specific learning difficulties (dyslexia, dyspraxia, dyscalculia)  
E: [DLS@westminster.ac.uk](mailto:DLS@westminster.ac.uk)  
T: +44(0) 20 3506 8800  
[westminster.ac.uk/disability-learning-support](http://westminster.ac.uk/disability-learning-support)

### London Nightlife

A confidential listening service for students, run by students. Open from 6pm–8am every night of term  
E: [listening@nightline.org.uk](mailto:listening@nightline.org.uk)  
T: 020 7631 0101  
Skype phone: londonnightlife  
Text: 07717 989 900  
[nightline.org.uk](http://nightline.org.uk)

### Secular and Interfaith Advice

Providing support for the pastoral, spiritual, ethical, and religious needs for all students and staff  
E: [safeguarding@westminster.ac.uk](mailto:safeguarding@westminster.ac.uk)  
T: +44(0) 20 7911 5000 ext 64756  
[westminster.ac.uk/faith-and-spirituality](http://westminster.ac.uk/faith-and-spirituality)

### Student Accommodation

Halls applications, private housing advice and information  
E: [studentaccommodation@westminster.ac.uk](mailto:studentaccommodation@westminster.ac.uk)  
T: +44(0) 20 7911 5841  
[westminster.ac.uk/accommodation](http://westminster.ac.uk/accommodation)

### Student Advice

Specialist advice on student finance entitlement, fee status, benefits, and practical problems, visa and immigration advice for international students  
E: [studentadvice@westminster.ac.uk](mailto:studentadvice@westminster.ac.uk)  
T: +44 (0) 20 7911 5000 ext 66080  
[westminster.ac.uk/advice](http://westminster.ac.uk/advice)

### Student Funding

Student funding, living expenses, support scheme, emergency loans and oyster cards  
E: [studentfunding@westminster.ac.uk](mailto:studentfunding@westminster.ac.uk)  
T: +44(0) 20 7911 5000 ext 66989  
[westminster.ac.uk/funding](http://westminster.ac.uk/funding)

### Student Health

Health and wellbeing advice  
E: [student-health@westminster.ac.uk](mailto:student-health@westminster.ac.uk)  
T: +44(0) 20 7911 5186 (Marylebone)  
T: +44(0) 20 7911 5000 ext 68224 (Harrow)  
[westminster.ac.uk/student-health](http://westminster.ac.uk/student-health)

### Support for LGBTI+ Students

To help ensure that all students are able to achieve their full potential at the University, our support teams and the Students' Union are here to offer you help and guidance if you need it.  
[westminster.ac.uk/study/current-students/support-and-facilities/support-for-lgbt-students](http://westminster.ac.uk/study/current-students/support-and-facilities/support-for-lgbt-students)

## University of Westminster Students' Union

An independent student-led organisation, here to represent your needs, protect your rights, and ensure the student voice is heard when important decisions are made on campus.  
[uwsu.com](http://uwsu.com)

### Volunteering

Find out about potential volunteering opportunities by emailing:  
E: [volunteering@westminster.ac.uk](mailto:volunteering@westminster.ac.uk)  
[westminster.ac.uk/volunteering](http://westminster.ac.uk/volunteering)

# ALUMNI RELATIONS

WE ARE HERE TO HELP OUR GRADUATES, STAY IN TOUCH WITH THE UNIVERSITY AND THE GLOBAL ALUMNI COMMUNITY THAT HAS SHARED THE WESTMINSTER EXPERIENCE.

## ALUMNI BENEFITS

By joining our online community, Westminster Connect, [westminsterconnect.org](http://westminsterconnect.org), you can:

- **Connect:** Find and reminisce with fellow graduates, see what they have been up to and stay in touch
- **Give back:** Introduce, employ and support new members of the Westminster alumni community
- **Expand:** Leverage your professional network to get introduced to people you should know

## Further Education and Professional Development

- Volunteering opportunities
- Careers support (for graduates up to 3 years out)
- Free alumni card
- Access to the library
- JSTOR access
- Evening language courses
- Professional & short courses

## Social & Leisure

- Discounted gym and cinema tickets
- Exclusive networking events
- Organise your own reunion
- Network magazine
- Network online
- UoW Polyclinic
- Social media groups to stay connected with the university

## Exclusive Discounts

- Postgraduate studies
- Room hire
- Function rooms
- Summer accommodation
- The Langham, London corporate room rates

For more information go to [westminster.ac.uk/alumni](http://westminster.ac.uk/alumni)

# ACKNOWLEDGEMENTS

A VERY SPECIAL THANK YOU GOES TO ALL OF OUR MENTORS, MENTEES AND SUPPORTERS WHO HAVE MADE THIS SCHEME POSSIBLE.

## QUINTIN HOGG TRUST

The Quintin Hogg Trust has funded many projects at the University, including these mentoring initiatives. Their continued support helps us provide this valuable resource to our students and recent graduates, whilst strengthening our ties with our alumni community and the business world.

Further information about the Trust can be found at [quintinhoggtrust.org](http://quintinhoggtrust.org).

## VICE-CHANCELLOR AND UNIVERSITY SUPPORTERS

We would like to thank our Vice-Chancellor, the Careers and Employability service, and the Development and Alumni Relations office for their collaboration with this project.

## SPECIAL MENTIONS

When pulling together a document about mentoring, who better to talk to than the mentoring guru, David Clutterbuck. His guidance has been invaluable. You can find out more about David's work at [davidclutterbuckpartnership.com](http://davidclutterbuckpartnership.com).



# MENTORING TEAM CONTACT DETAILS

We are here to help you throughout your involvement in these mentoring initiatives. You can contact the University of Westminster's Mentoring Team during normal working hours via:

**[Career-mentoring@westminster.ac.uk](mailto:Career-mentoring@westminster.ac.uk)**

T: +44 203 506 4670

Career Mentoring  
University of Westminster  
Cavendish House, 1st Floor  
101 New Cavendish Street  
London W1W 6XH

**[westminster.ac.uk/mentoring](https://westminster.ac.uk/mentoring)**  
**[westminster.ac.uk/become-a-mentor](https://westminster.ac.uk/become-a-mentor)**  
**[linkedin.com/in/career-mentoring](https://linkedin.com/in/career-mentoring)**

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