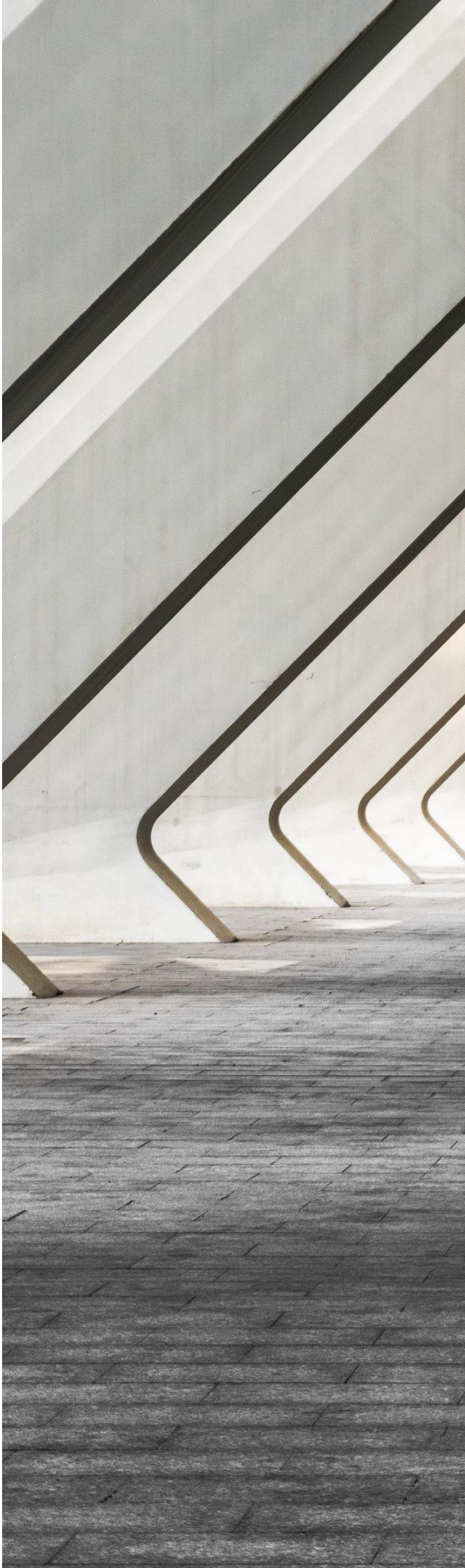
SWINBURNE UNIVERSITY OF TECHNOLOGY

Peer Mentoring Program

Mentor Handbook

Contents

Introduction	3
What's in it for me?	4
Mentor role expectations	5
Becoming a Mentor	7
Peer Mentoring platforms	8
Mentor training	9
Program overview	10
Finding time as a Mentor	11
Matching with your Mentoring Connections	12
Setting goals	13
Practical tips for getting the best out of your experience	14
Finishing up your time as a Mentor	15
Frequently asked questions	17



Introduction

What is mentoring?

Mentoring involves a more-experienced person (a Mentor) giving guidance and support to a less-experienced person (a Mentee) to help them develop skills. Mentoring is most commonly done in small groups or one-on-one.

The life cycle of a Mentor in Swinburne's Peer Mentoring Program

Being a Mentor allows you to offer guidance and advice to commencing students at university. You can expect to develop your leadership and communication skills and boost your confidence in facilitating groups, a necessary component in developing a career after graduation.

During your time in the program, you'll meet weekly with two different groups known as Mentoring Connections. With both groups, you will be matched with students who are all generally in the same school as you. Each Mentoring Connection serves a different purpose:

- Mentor x Mentees Mentoring Connection – This will consist of up to four to eight Mentees, where you'll have the opportunity to relive your first year through your Mentees. You'll provide them with insights on the common pitfalls and highlights that come with their early days at university.

- Mentor Leader x Mentors Mentoring Connection – This will consist of up to ten Mentors and one Mentor Leader, where you will have the chance to meet and learn from other Mentors in the program. You'll receive guidance and support from your Mentor Leader regarding leadership, communication, group facilitation, and more.

In our semester-long program, you'll have the chance to really get to know one another, building networks and forming friendships as you meet new people in your Mentoring Connections as well as at a wide range of social events run by the Peer Mentoring Team.

Once you complete the program as a Mentor, you'll be equipped with the confidence and skills you need to take on the workforce on top of a new network of friends. You'll have the chance to become a Mentor Leader, sharing your knowledge and experiences with others. Watch your personal and professional growth as you progress through the program, from starting as a Mentee looking for support, to becoming a Mentor who offers that support, to becoming a Mentor Leader who coaches Mentors and helps the Peer Mentoring Team run things behind the scenes.

What's in it for me?

Becoming a Mentor and helping your Mentees through university life not only gives you great satisfaction, but it also provides you with amazing benefits that are helpful for your personal and professional growth.

You can receive rewards and recognition for your contributions at Swinburne:

- Track your volunteer hours as a Mentor through Student Life's Volunteering Program and gain access to volunteer benefits
- Receive a program certificate and reference upon graduation or completion of the program
- Gain access to networking and social events
- Put hours towards the Emerging Leaders Program
- Help fellow students successfully settle into life at university
- Take advantage of the opportunity to become a Mentor Leader, who are recruited from our team of Mentors

There are also many opportunities for your professional development:

- Build professional relationships and develop your networking skills
- Enhance your employability and résumé
- Improve your confidence and communication skills
- Receive training, tailored resources, and ongoing support on how to mentor students
- Access the Professional Purpose Program and become an ambassador
- Gain experience in some of the skills most valued by employers such as mentoring, leadership, group facilitation, reporting, teamwork and problem-solving

Mentor role expectations

- Mentors must always follow the Code of Conduct for both Swinburne University and the Peer Mentoring Program. Mentors must read and understand the Mentor Handbook and the key information provided.
- Mentors must be aware of Swinburne's facilities and services that are available. In addition, Mentors must also have a knowledge of Swinburne's Hawthorn campus; in particular, where key locations and services are around the campus, and how to direct their Mentees to them if required. A summary of these can be found in module two of the Mentor pre-training modules on Canvas.
- Mentors must be able to be compassionate and empathise with their Mentees' concerns while also understanding the need for boundaries between Mentors and their Mentees.
- Mentors are not permitted to provide Mentees with academic help – the purpose of the Peer Mentoring Program is to assist students with the transition to university life. Mentors may offer study tips and advice, but Mentees should be referred to academic help services and encouraged to reach out to peers already studying their units (such as by forming study groups).
- Mentors must understand that they should not misuse privileged or sensitive information provided as part of their role when dealing directly with Mentees or others outside the program. Mentors must honour the confidentiality between a Mentee and a Mentor. This includes not sharing any sensitive information from a Mentee without their consent.
- Mentors must organise weekly meetings with their Mentoring Connections. At these meetings, Mentors are required to discuss the Topics for the Week as provided by the Program Structure, along with any other topics that Mentees bring up.
- Mentors must commit at least three hours per week to their duties as a Mentor.
- Mentors must complete a weekly Mentor Report and submit this to Chronus every time they hold a meeting.

- Mentors will be assigned a Mentor Leader to receive ongoing support and guidance throughout the program. Mentor Leaders are the first point of contact for any issues concerning the program. Mentors must attend weekly meetings run by their Mentor Leader, where Mentors can raise any issues or concerns.

- Mentors must reach out to unresponsive Mentees in their Mentoring Connection to try and reengage them or show them how to withdraw from the program. Escalate unresponsive Mentees to the Peer Mentoring Team if they continue to be unresponsive for longer than two weeks.

- Mentors must have a Volunteer Working with Children Check (WWCC). A copy of this must be attached to their profile on Chronus prior to beginning their duties. This is a legal requirement for Mentors to work with university students.

- Mentors are volunteers and are able to claim volunteer hours on Track It Forward (TIF) and volunteer benefits associated with completing those hours.

- If Mentors notice behaviour that could negatively impact the health and wellbeing of themselves or others, they must report this directly to the Safer Community Team by contacting safercommunity@swin.edu.au. If the matter is urgent, Mentors must call Security on 03 9214 3333.

- If Mentors change their mind about their involvement in the program, they must notify their Mentor Leader and Mentoring Connections first before submitting a withdrawal request via the opt-out link. This ensures that members affected by their absence can be catered to with minimal disruption to the program and the support provided to students.

Becoming a Mentor

The Peer Mentoring Program is primarily designed to support all first-year undergraduate students transitioning to university. To participate as a Mentor, you must be currently enrolled as an on-campus student, whether as a domestic or international student, and have completed at least one semester at Swinburne.

Go to swi.nu/chronus

How to apply

1. Scan the QR code or follow the link to Chronus, our online mentoring platform.
2. Click the 'Join Now' button.
3. Select the 'Mentor' option.
4. Sign up using your Swinburne log-in details.
5. Complete the required profile fields.
6. Check Chronus and your student email regularly for any updates from your Mentor Leader.

All Mentors are required to have a current Volunteer Working with Children Check (WWCC) in order to be matched with a Mentee. You must upload a photo of your WWCC card onto your Chronus application before you can be approved. If you do not have a WWCC or do not know how to get one, please refer to the *How to apply for a Working with Children Check (WWCC)* guide.

Once you're registered on Chronus as a Mentor, you'll be invited to complete all Mentor training in order to be later matched with your Mentor x Mentees and Mentor Leader x Mentors Mentoring Connections in week two of the semester. Matching is primarily based on your school, along with your availability and preferred mode of meeting (e.g., online or face-to-face).

Throughout the semester, you'll meet with your Mentoring Connections on a weekly basis to develop friendships and offer guidance about your experience transitioning to university. Your Mentor Leader will, in turn, provide you with support with communication, leadership, and group-facilitation skills

If you are studying with Swinburne Online, contact mentors@swinburneonline.com to join the Swinburne Online Mentoring Program.

Peer Mentoring platforms

Chronus

Chronus is our online mentoring platform, your one-stop shop for all communication and resources to do with the program. This is where you'll be linked with your Mentoring Connections through instant messages and organised meetings. You can also access resources such as a *How to use Chronus* guide and a *Support services at Swinburne* resource. We recommend downloading the Chronus app or regularly checking your email for notifications.

Go to swi.nu/chronus

You can use Chronus to:

- Communicate with your Mentoring Connections
- Communicate with the Peer Mentoring Team
- Schedule meetings
- Sign up to social events
- Complete Program Evaluations
- Access resources

Swinburne Peer Mentors Facebook group

Go to swi.nu/fb4mentoring

This Facebook group provides an online space for Mentees, Mentors, and Mentor Leaders to ask for and provide advice in a safe and positive environment. The Peer Mentoring Team will also post important updates about the university and the program here.

Please refrain from contacting your Mentoring Connections via other social media platforms for program-related communications to respect each other's privacy.

Mentor Training Canvas shell

Go to swi.nu/mentorcanvas

The Mentor Training Canvas shell is the platform used for all your training and some helpful resources. Prior to being matched in your Mentoring Connections, it is a requirement for all Mentors to complete Mentor training. Please be sure to complete all pre-training modules and attend the interactive workshop.

You will be invited to join this Canvas shell after your application has been accepted.

Mentor training

Pre-training modules and workshops

There are two types of training that all new and returning Mentors must complete. You're able to log your training as part of your hours with Student Life's Volunteering Program. This training will prepare you for your role, cover any questions that you have about being a Mentor, and allow you to practice group facilitation prior to being matched into your Mentoring Connections.

1. Pre-training modules – The first part of your training will require you to complete three modules and quizzes. They have been designed to give you theoretical advice on how to be the best Mentor you can be! These modules are housed on the Mentor Training Canvas shell, and you will do them at your own pace.

2. Interactive workshop – Once you complete the pre-training modules, you'll receive an invitation to an interactive training workshop held by Mentor Leaders. This will guide you through common scenarios that you may encounter on your journey as a Mentor, allowing you to learn in an interactive, group environment with other Mentors.

It's extremely important that you complete your training as it includes content developed to help you in your role as a Mentor at Swinburne. If you don't complete this training, you won't be assigned Mentees.

Program overview

Over the semester, each Mentor x Mentees Mentoring Connection follows a Program Structure. This is a weekly breakdown of topics that guide meetings. The structure lists resources, facilities, and opportunities that are available to all students.

The Program Structure isn't the be-all and end-all of meetings – while it covers suggested information that we think is useful for new students to know, as a Mentor, you can mention other topics relevant to your Mentoring Connection.

To help you prepare for meetings, you'll find all resources and links that you'll need in the Topics for the Week email campaign. This is sent to your student email at the start of each week.

During the semester, we also host several social events that Mentors are invited to attend. The highlight is the Program Launch, which occurs during the first few weeks of the semester. This is an opportunity to meet Mentees, Mentors, and Mentor Leaders across the entire program outside of your Mentoring Connections. It's a great way to make friends and expand your networks! Invitations for these events are sent to your student email, and all upcoming events can be found on Chronus.

We're always striving to improve our program to deliver the best outcomes for all participants. We provide everyone with opportunities to give feedback and note any concerns by completing Program Evaluations at the start and end of the program. We highly encourage everyone to take some time to offer their thoughts as this will help us, your peers, and yourself in future semesters.

Finding time as a Mentor

With studies, part-time work, sports, and social commitments, it can get difficult to be able to find the time for all the things you want and need to do. As a Mentor, your weekly commitments involve a minimum of three hours of volunteering:

1. One hour for administration work (e.g., booking in meetings, planning agendas, sending Mentees follow-up messages, submitting Mentor Reports)
2. One hour for holding your Mentor x Mentees meetings
3. One hour for attending your Mentor Leader x Mentors meetings

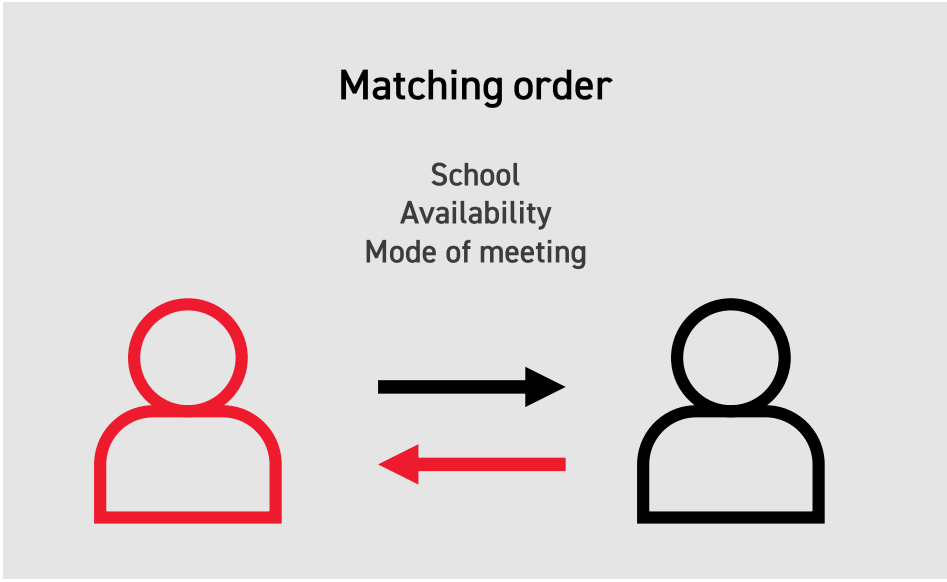
In order to manage your time and commitments, here are some tips to help:

- Create a list and establish deadlines – To-do lists are great ways to organise and prioritise your tasks. When you create lists, think about breaking down big-picture projects into manageable chunks that you can accomplish more effectively.

- Utilise your calendar – For tasks and commitments that have a set time and day each week (e.g., your lectures and tutorials), block those out first in your calendar and then schedule in your other responsibilities around them. This will help to keep you organised and on track.

- Limit distractions – Small distractions can quickly add up. Try to limit your distractions by working in a quiet place; turning off your phone and TV during study, classes, and/or meetings; and allocate a separate time for checking emails and texts. Removing distractions and being present can really make a difference.

- Make time for yourself – Don't forget to take occasional breaks and look after your wellbeing! Do what makes you happy: spend time with your family and friends, or take part in hobbies and interests. Remember to take time for yourself. This will prevent burnout in the long-run.



Matching with your Mentoring Connections

The Peer Mentoring Team will match you in Mentoring Connections based primarily on your school (the broader discipline that you're studying), your availability to meet, and your preferred mode of meeting (online or face-to-face). Please note that you're not locked into this mode of meeting at all, you're just indicating your preference – even if all members of your Mentoring Connection select face-to-face as their preference, none of you are obligated to meet in person every meeting or even at all.

Having a detailed and up-to-date profile on Chronus will benefit you in finding the best Mentoring Connection for you. Incomplete profiles may not be picked up on by the system and therefore not included during matching.

Once matching has been finalised, you'll be linked with your Mentoring Connections at the start of week two of the semester. Please be aware that we often have an influx of Mentees signing up during the first few weeks, so your Mentoring Connections may fluctuate as we try to adapt them as best as possible to suit everyone.

As a Mentor, you're responsible for reaching out and coordinating your first meeting with your Mentor x Mentees Mentoring Connection. While your Mentor Leader is responsible for getting in touch with you, feel free to say hello yourself! If you don't hear from them, contact the Peer Mentoring Team and we'll follow up.

Mentoring Connections get closed at the end of the program each semester, but you can stay in touch with the friends you've made beyond the length of program.

Setting goals

We encourage you as a Mentor to take control of setting the pace and direction of your mentoring journey, and to work with your Mentor Leader to see how they can help guide you in achieving goals.

Each week, you are to complete a Mentor Report where you reflect on the Mentor x Mentees meetings that you hold. This is also an opportunity to take a moment and reflect on your personal and professional development through participating in the program. Based on this, your Mentor Leader will be kept in the loop regarding your goals and progress.

Setting goals can help you to develop critical thinking skills, new problem-solving techniques, and a better understanding of how to overcome issues, which are key skills that can help in all aspects of life. It can also provide a sense of direction and purpose to your journey through the Peer Mentoring Program.

If you're having difficulty expressing goals, you can ask yourself the following questions:

- What are your goals for or the outcomes you want from this mentoring relationship? E.g., competency development, leadership skills development, gaining knowledge in a particular topic area, career advancement, etc.
- How will you know if you reach these goals? E.g., improved performance, attaining a new credential, getting promoted, etc.
- What challenges do you anticipate? E.g., need to further formal education, need time to develop a new skill or competency, availability of advancement opportunities, etc.

You get out of this program what you put in – it's up to you whether you set goals, but this is a fantastic opportunity for you to make the most of a unique and personal mentoring relationship.

Practical tips for getting the most out of your experience

- You get out what you put in! By investing more time and energy into your Mentoring Connections (both as a Mentor and in being mentored), you'll be rewarded with a greater experience. If you only check in a couple of times at the start of the program and ignore messages that come after that, you won't benefit from the experience of seeing your peers develop into confident students and that, in turn, helping you grow as well.

- Take responsibility of and show initiative by cultivating the mentoring experience that you want, rather than just waiting to follow your Mentor Leader. If you have a burning question, skill you want to develop, or opportunity you want to share, talk to your Mentoring Connection, whether it's in a meeting or in a message on Chronus – you don't need to wait for someone to ask you.

- You don't have to follow a Mentor Leader's advice, but try to actively listen and evaluate what they're saying. They may not always have the answer, but they can help steer you in the right direction to find the advice you need. This is a lot more valuable than either accepting or rejecting an idea without any consideration.

- Understand that your Mentor Leader and Mentees are also students and that they're contributing their own time and energy to the program. They have their own responsibilities and deadlines to worry about, so it may take them some time to respond to messages that you send them. Don't worry if they don't respond right away, they'll get back to you soon. Acknowledging this will make the whole experience more manageable and enjoyable for yourself and the rest of your Mentoring Connections.

- Keep your Mentor Leader in the loop – the more you communicate and are honest with them about any struggles you're experiencing, the more likely they're able help you by directing you to the right resources and services. They may also have experiences of their own that they can draw on and help you.

Finishing up your time as a Mentor

Whether you have to take a step back due to other commitments or you've completed your journey in the program, it's important that you notify the Peer Mentoring Team if you're leaving, and/or wanting to continue as a Mentor or become a Mentor Leader for the following year. Below are the different ways you can do this.

Opt out of the program at anytime

If at any point you need or want to withdraw from the program, you can do so by following these steps:

1. Notify your Mentees and your Mentor Leader.
2. Go to https://swi.nu/pmp-optout.
3. Answer three quick questions and submit your response.

Once the Peer Mentoring Team receives your request to withdraw, you'll be removed from your Mentoring Connections and your profile will be deactivated.

Leaving the program once it has ended

The program is semester-long and runs from week two to week nine. Unless you notify the Peer Mentoring Team that you want to roll over as a Mentor in the following semester, all profiles will automatically be deactivated after week ten.

Roll over to continue as a Mentor

If you enjoyed your time in the program and want to continue sharing your experiences and knowledge with others, why not roll over as a Mentor? To stay in the program for the following semester, you'll need to notify the Peer Mentoring Team via https://swi.nu/offboarding. While you're at it, why not also request your Mentor certificate of recognition?

Become a Mentor Leader

If you want to get more involved in the program and support other Mentors on their leadership and mentoring journeys, you can apply to become a Mentor Leader! To do this, you'll need to submit an application via SwinEmploy. The role will be advertised towards the end of semester two each year. If your application is successful, you'll be invited to an interview with the Peer Mentoring Team.

For further information, contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Frequently asked questions

Compliance

- **Do I need training?**
  - To be fully inducted as a Mentor, you'll need to complete training prior to the start of semester that will prepare you for your role, cover any questions that you have about being a Mentor, and allow you to practice group facilitation. There are three pre-training modules and quizzes to complete on the Mentor Training Canvas shell. Once completed, you'll then need to attend an interactive workshop run by Mentor Leaders. Keep an eye out on Chronus and your student emails once you sign up for further details.

- **Do I need a Working with Children Check (WWCC)?**
  - You need a Volunteer WWCC to participate in the program as a Mentor. Make sure that your Chronus profile is up to date with a photo of your WWCC card uploaded to it, otherwise you won't be matched with Mentees. Please refer to the *How to apply for a Working with Children Check (WWCC)* guide for further information.

Joining with your friends

- **Can my friend become a Mentor too?**
  - If your friend is a current student who has completed at least one semester at Swinburne, absolutely! They can find out more about the program by visiting https://swi.nu/chronus and clicking 'Find out more', or they can contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Chronus – Our mentoring platform

- **What is Chronus?**
  - Chronus is the platform that the program uses to facilitate mentoring. You'll use it to view and message your Mentoring Connections, sign up for events, find other students in the program, and refer to useful resources available on it.

- **Can I use my personal email to register on Chronus?**
  - We highly recommend that you sign up using your Swinburne student email account to receive regular updates. This also ensures that any messages from your Chronus account don't get blocked through Swinburne's email filters. However, if you have registered using your personal email, you can edit your profile on Chronus to change it:
    1. Select the 'Edit Profile' option under the circle (containing either your profile picture or your initials) on the top-right corner of the Chronus webpage.
    2. Replace your personal email address with your Swinburne student email address under the 'Basic Information' section.
    3. Click 'Save' under that section.

- **I'm not receiving the verification code to log into the Chronus app.**
  - This verification code can take up to 24 hours to be sent to your registered email. Please ensure that you check your junk and spam folders. If you still have any issues, contact the Peer Mentoring Team at peermentoring@swin.edu.au.

- **What is the Topics for the Week email campaign?**
  - This is an email campaign that gets sent out from Chronus to your student email address every Monday during the semester. This campaign includes:
    - Information and resources about the weekly topics from our Program Structure.
    - Any tasks that might be allocated for that week.
    - Any Program Evaluations to fill out to provide us with crucial feedback.
    - Exclusive events and workshops that you can sign up to.

Expectations of your Mentor Leader

- **What is a Mentor Leader?**
  - Every Mentor who has an active Mentoring Connection is assigned a Mentor Leader. They're there to assist you on how to best support your Mentees by meeting with you on a weekly basis. A Mentor Leader's primary role is to support, help solve problems with, and provide leadership to you and, at times, Mentees.

- **How can I find out who my Mentor Leader is?**
  - Once the program launches, all Mentoring Connections will be published on Chronus. You'll see both of yours under the 'Mentoring Connections' tab on the left-hand side of the webpage. If you click on the Mentoring Connection named 'Your Mentor Leader's name x Mentors', you'll be able to see all the members and reach out to them.

- **How do I contact my Mentor Leader if I need to?**
  - The best way to get in contact with your Mentor Leader is to message them on Chronus. You can do this by searching for their name, navigating to their profile, and clicking the 'Send Message' button, or by messaging the Mentor Leader x Mentors Mentoring Connection group.

Connecting with your Mentees

- **How many Mentees will I be responsible for?**
  - You may be responsible for up to eight Mentees, depending on your level of experience in the program. However, an average Mentoring Connection will have about five Mentees per Mentor. If you are just starting out as a Mentor, we will limit the number of Mentees assigned to you to no more than five. You'll be able to see who your Mentees are for the current semester by checking your Mentoring Connection on Chronus. Bear in mind that, at times, we might need to add and/or remove Mentees, so we encourage you to monitor your Mentoring Connections on a regularly basis.

- **I signed up, but where are my Mentees?**
  - Mentoring Connections aren't published until week two of semester – keep an eye out for an email or notification from Chronus. Sometimes, you may face delays in getting Mentees as we try to create the best matches possible. If you still haven't been assigned Mentees by week three, check that you've met all the compliance requirements (i.e., completed all training, uploaded a WWCC to Chronus). If you still have any issues, contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Communications

- **My Mentees are unresponsive. What do I do?**
  - You should follow the Unresponsive User Process found in module one of the Mentor training. This is a step-by-step process on the actions to be taken before notifying the Peer Mentoring Team. You can contact your Mentor Leader via Chronus for support with this process.

- **Can I get my Mentor Leader's Facebook or phone number?**
  - We highly recommend that you connect with your Mentor Leader via Chronus for all matters related to the Peer Mentoring Program. Messaging through Chronus ensures that we can support you to resolve any issues that may arise and ensures that all communications within the program are at the right standard of privacy. Additionally, we don't recommend using personal emails for any Swinburne communications, since they would be blocked by Swinburne's email filters.

- **What do I do if my Mentor Leader doesn't contact me?**
  - Once you've been placed in a Mentoring Connection, you can initiate a conversation with your Mentor Leader via the messaging feature on Chronus. If they still don't reach out to you and remain unresponsive, you can contact the Peer Mentoring Team at peermentoring@swin.edu.au and they will follow this up for you.

Meetings

- **How do I set up a meeting with my Mentor Leader?**
  - Your Mentor Leader will set up regular meetings with you; however, you can initiate a conversation on Chronus and send them a request for a meeting along with your availability. Once your Mentor Leader has found the most convenient time for all members of your Mentoring Connection, they'll send you an invitation on Chronus. If they still don't reach out to you and remain unresponsive, you can contact the Peer Mentoring Team at peermentoring@swin.edu.au and they will follow this up for you.

- **What happens if I can't attend a meeting or event?**
  - Meetings and events, while recommended, are not mandatory. The program is meant to support you at a time and place that works for you. Let your Mentor Leader know your preferences so that they can organise meetings that suit you. If you've arranged a meeting with your Mentoring Connections and can no longer make it, contact the members affected via Chronus and let them know. If you've RSVP'd for an event organised by the Peer Mentoring Team and wish to cancel, please change your RSVP status to 'Not attending'.

Useful resources and feedback

- **Where do I find the latest updates about the program?**
  - You'll receive updates through your Swinburne student email, so please check your inbox regularly. You may also receive notifications as pop-ups or as messages on Chronus, or as posts on our Facebook group.

- **Where do I find useful resources?**
  - Resources are available on Chronus. You can find how-to guides and other resources under the 'Help Resources' tab on the left-hand menu. There are also resources available on the Mentor Training Canvas shell, such as *How to log your hours on Track it Forward (TIF)* and *How to complete your weekly Mentor Report*.

- **Why do I need to complete Program Evaluations?**
  - Program Evaluations help us understand the effectiveness of the program. Your feedback is a useful tool in improving the experience of all students now and in the future, as we'll use it to shape the program to be more engaging and supportive. You get out what you put in – this is an opportunity for you to take responsibility for what you want from your uni experience and, in turn, see the improvements made based on your input through this student-led program.

- **Why do I need to complete weekly reports?**
  - The weekly Mentor Reports are used to monitor activity between Mentors and their Mentees, and are completed every time you hold a Mentor x Mentees meeting. These reports help keep Mentors accountable for their meetings and to keep track of topics discussed. They also provide you with an opportunity to reflect on your personal and professional development through your role as a Mentor. Your Mentor Leader will follow up with you if there are any issues.

Logging hours and perks

- **How do I log my volunteer hours?**
  - To claim your volunteer hours, you'll need to register with Student Life's Volunteering Program and obtain the required documents needed. For further information, refer to the *How to log your hours on Track it Forward (TIF)* guide. If you have any questions, please contact volunteer@swin.edu.au.

- **What are the benefits of logging mentoring hours?**
  - Logging your volunteering hours as a Mentor through the Student Life's Volunteering Program gives you access to:
    - Free accredited training opportunities (e.g., Victorian RSA, first-aid training, barista training)
    - Volunteer certificates
    - Invitations to free social events
    - Being qualified for the Student Life Awards
  - Additionally, your mentoring experience with the Peer Mentoring Program will count towards the Campus Participation certificate for the Emerging Leaders Program. For further information, go to their website or contact the team at emerging-leader@swin.edu.au.

Contact information

- **Who do I contact if I have any issues?**
  - If you have any issues, you can reach out to your Mentor Leader for guidance, advice, and support. However, if you have issues with your Mentor Leader and/or Mentoring Connections, you can reach out to your Mentor Leader on Chronus. If urgent, you can contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Peer Mentoring Program – Mentor Handbook, 2nd edition
December 2021

Co-created by Mentor Leaders and the Peer Mentoring Team

(03) 9214 5565

peermentoring@swin.edu.au

https://swi.nu/mentoring

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The university reserves the right to alter or amend
the material contained in this handbook.
For the most up-to-date information
please visit our website.

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RECYCLE