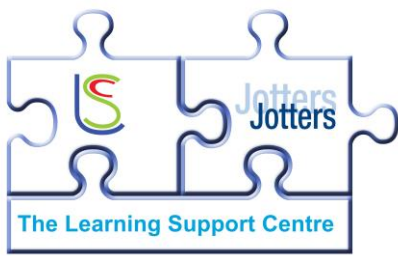




Mentoring Support Initial Session

Prompts to Mentor for initial sessions	Tick when complete
Introduce self and Jotters	
Explain your role, outline nature of Mentoring i.e. flexible content, reactive, proactive, time, location; encourage regular meetings for best results	
Recap on AON regarding :- <ul style="list-style-type: none"> • No of hours support allocated • Client's support requirements, other support types approved/required this could include note-taking, mentoring assistive technology and training, could we help? • Client's learning difference/disability/preferences • Other issues e.g. physical 	
Establish key areas client is experiencing difficulties with regarding learning/studies/work/personal(e.g. organisational)	
Agree initial action plan	
Commence support	
Explain client will be requested to sign timesheet at the end of each session	
Inform client of compliments and complaints procedure: To contact Mala Chohan Office: 0116 2548881 Email: Mala@learningsupportcentre.com	
Give business card/leaflet to client for any follow up queries they have	
Were client's questions satisfactorily answered?	
There will be opportunities throughout the year to give feedback, and we will provide you with a feedback form at the end of each term. However you can feedback at any point to your Mentor or the Office Team.	



Student Service Agreement

Your Mentor

- Will meet you where **you** have arranged to meet: your mentor will not know about room changes unless you tell them
- Will always be punctual
- Will wait 15 minutes for you to arrive for your appointment. If you have not arrived at the end of that time, or they have not heard from you, they will leave but the session will still be charged to your account
- Will still be paid if the company is not informed about a cancelled session within 24 hours
- Will not do your work for you
- Will not be privy to all your course information, it is up to you to provide this
- Will keep all information confidential within the company and the university Student and Academic Services, unless they are worried about your safety, or the safety of others
- Will greet or acknowledge you if you happen to meet around the campus: please let your mentor know if you would prefer your mentor not to show recognition
- Is not allowed to accept gifts from you: if you are happy with your support, a comment or email is always welcome

In order to facilitate your support it is useful if your mentor has your contact number. Please tick the box to indicate you consent to this

I have read and understood the above

Mentor	Client/Student
Signature	Signature
Print name	Print name
Date	Date