

Mentoring Support Initial Session

Prompts to Mentor for initial sessions	Tick when complete
Introduce self and The Learning Support Centre	
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	
Explain client will be requested to sign timesheet at the end of each session and explain missed session policy	
Inform client of compliments and complaints procedure: To contact relevant Support Coordinator: Leicester, Loughborough and South of UK: Amy Deignan Nottingham, and the North of UK: Olivia Shek Birmingham: Hazel Wilson Office: 0116 2548881 Email: amyd@learningsupportcentre.com Olivia@learningsupportcentre.com hazel@learningsupportcentre.com	
Give business card/leaflet to client for any follow up queries they have	
Were client's questions satisfactorily answered?	

<p>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.</p>	
---	--