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## Macquarie Ambassadors

### Mentoring Guidelines

These mentoring guidelines describe the Macquarie Ambassadors mentoring program and its various components. To ensure the integrity and effectiveness of the program the guidelines deal with the conduct of both mentors and mentees and the expectations they can reasonably have of each other. They provide guidance to both mentor and mentee on how to achieve the most out of a mentoring relationship. The guidelines also outline the role of the Alumni Office.

### The Mentoring Program

The purpose of the mentoring program is to provide opportunities for alumni to share their wealth of professional and life experiences with Macquarie students and recent graduates.

The program provides and fosters an environment for alumni and students to stay engaged and connected with Macquarie University and with each other.

Whilst there are expectations in relation to conduct and quality, the program takes account of the multiplicity of demands on the time of both mentors and mentees. The program therefore allows mentors and mentees complete flexibility to choose the mode and frequency of communication to fit in with their busy schedules. The duration of the mentoring arrangement is also left entirely to the mentors and mentees. As a rule, the mentoring process is completed when agreed objectives are achieved or by mutual agreement between the mentor and mentee.

### Mentors and Mentees

Mentors are Macquarie University graduates with at least several years of work experience who benefit Macquarie students or recent graduates (mentees) with valuable insights, advice and guidance in relation to the mentee's career and other aspirations.

Mentees are Macquarie students drawn from post-graduate students and those in the later stage of their undergraduate studies. Mentees may also be recent Macquarie graduates.

### Benefits of Being a Mentor

The benefits of being a mentor are various. They include:

- the satisfaction of putting back into the Macquarie community through helping current students and nurturing the leaders of tomorrow
- the satisfaction of contributing towards the enhancement of Macquarie's reputation and through that the enhancement of the value of your degree
- the consolidation and furthering of your interpersonal and mentoring skills
- the kudos that goes with being a volunteer in a significant program
- professional networking with other mentors through special events organised by the Alumni Office for mentors and mentees
- recognition as a Macquarie Ambassador by the University and the community.

### Benefits of Being a Mentee

The benefits of being a mentee are numerous. They include:

- opportunities to explore career options and aspirations with experienced professionals
- advice and guidance on job application and presentation skills
- access to inside knowledge of business, industry and government
- insightful information and advice on leadership, management and workplace relations
- access to the experiences of seasoned professionals for guidance in time management, communication, negotiation and networking skills

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## What mentoring is not

It is important to stress that mentoring is not about:

- providing academic advice
- mentors presenting tutorials or conducting workshops
- personal counselling or life coaching that is not related to professional skills
- assistance with commercial activities or ventures.

## Effective Mentoring

Effective mentoring involves the mentor and/or mentee:

- discussing the mentoring agreement and completing the agreement together
- agreeing to the method, frequency and response time for communication
- fulfilling commitments or providing adequate notice of changes
- contacting the Alumni Office with any concerns or discomfort
- listening with empathy, being objective and non-judgemental
- sharing experiences and learning from both successes and failures
- developing a professional relationship by being honest and respectful
- observing confidentiality and professional standards of behaviour and safety.

## Some Dos and Don'ts of Being a Mentor

### Dos

- ✓ Challenge, motivate, inspire and encourage
- ✓ Be patient and build trust
- ✓ Offer alternative perspectives
- ✓ Encourage self-directed reflection, analysis and problem solving

### Don'ts

- ✗ Simply provide solutions
- ✗ Assume responsibility for the student's career development
- ✗ Tutor or offer personal counselling
- ✗ Neglect agreed commitments without explanation

## Some Dos and Don'ts of Being a Mentee

### Do's

- ✓ Be proactive
- ✓ Question and reflect
- ✓ Communicate openly
- ✓ Be open-minded to opportunities, new experiences and different ideas
- ✓ Accept feedback and learn from it

### Don'ts

- ✗ Have unrealistic expectations (e.g. such as work experience, job offer, etc.)
- ✗ Neglect agreed commitments without explanation

## How do I get started?

1. Persons wishing to be mentors or mentees should register for the mentoring program online using the registration form provided. [Mentee Registration Form](#) [Mentor Registration Form](#)
2. Once the registration form is completed, the Alumni Office will conduct a matching exercise based on information provided in the registration form. This will include consideration of

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factors such as educational (discipline) background, career aspirations, common professional interests, time availability, and location where applicable. All effort will be made to match a mentee with a mentor who is best placed to assist.

Potential mentees should note that their access to the mentoring program depends on the availability of mentors.

3. Mentors and mentees will be notified of their match. It is then the mentee's responsibility to contact the mentor to initiate the mentoring process. The Alumni Office will provide the mentee with the mentor's contact details.
4. Once contact is established, a mentor and mentee start the mentoring process by collaboratively filling out the Mentoring Agreement. This Mentoring Agreement is important as it helps build the foundations of a relationship by communicating and recoding the agreed mentoring objectives, method and frequency of communication/meetings as well as how the mentor and mentee will go about achieving the agreed goals.

Successful mentoring requires the 'right' relationship between a mentor and mentee. If for any reason, a mentor and mentee are unable to build the 'right' mentoring relationship, the Alumni Office will re-match the individuals.

5. The Alumni Office will monitor all mentoring arrangements and provide assistance where necessary.
6. The mentoring process is completed once the mentor and mentee have achieved the mentoring objectives. It is the mentee's responsibility to inform the Alumni Office at the conclusion of the mentoring process. Both, the mentor and mentee will be asked to evaluate the mentoring program based on their experiences.

### What if there are problems?

Anyone who experiences any uncertainty or discomfort with a mentoring relationship should contact the Alumni Office immediately.

Mentors will not have any pecuniary or non-pecuniary interest in a mentee's business and vice versa. Any conflict of interest is to be declared. Mentors do not receive payment from mentees or Macquarie University.

### Code of Practice

The Alumni Office expects mentors and mentees to adhere to the following code of practice.

- Confidentiality is to be observed at all times, including all personal contact details.
- Professional standards of behaviour and safety are to be maintained at all times.
- Mentors and mentees are to treat each other with courtesy and respect and to be non-judgemental
- The fulfilment of all agreed commitments

### Role of the Alumni Office

The Alumni Office will:

- match mentors and mentees through a confidential process based on the information provided on the registration form
- ensure the Mentoring Agreement returned to the Alumni Office
- ensure contact details and submitted information are treated confidentially according to the Alumni Office privacy policy
- ensure mentors and mentees are aware of their roles and responsibilities before and during the mentoring relationship

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- monitor all mentoring arrangements through regular contact with mentors and mentees and provide assistance where required
  - deal with all matters referred to the Alumni Office by mentors and mentees promptly
  - organise events which provide alumni and students with the opportunity to meet each other and expand their network with other mentors and mentees.

### How to contact the Alumni Office

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