



# Mentoring Programme



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# KEYSTONE TRUST MENTORING PROGRAMME

## What is mentoring?

“Mentoring aims to provide a purposeful, structured and trusting relationship, that brings young people together with caring individuals who offer guidance, support and encouragement.”

*New Zealand Youth Mentoring Network*

## Background

The purpose of the Keystone Trust programme is to develop and support emerging leaders in the property industry.

For over 20 years Keystone Trust has been the backbone of the industry for selecting promising new talent from challenged backgrounds to become part of the property industry. By taking a stake in their future success, we have fulfilled many opportunities to change lives and equip people for a bright future in the world of property.

These high caliber students are developing their full potential, and together with our industry-leading supporters a mentoring programme is the next step to ensuring they gain maximum engagement and understanding of the industry that they will move into.

Research conducted has shown strong-support both from students and sponsors to further develop a more formal mentoring programme. Some of the areas highlighted from students include:

*The opportunity to connect with people who have great expertise and can help guide my career decisions.*

*I hope to gain a strong support bond with my mentor, a person I can rely on for advice and having an easier transition into tertiary studies.*

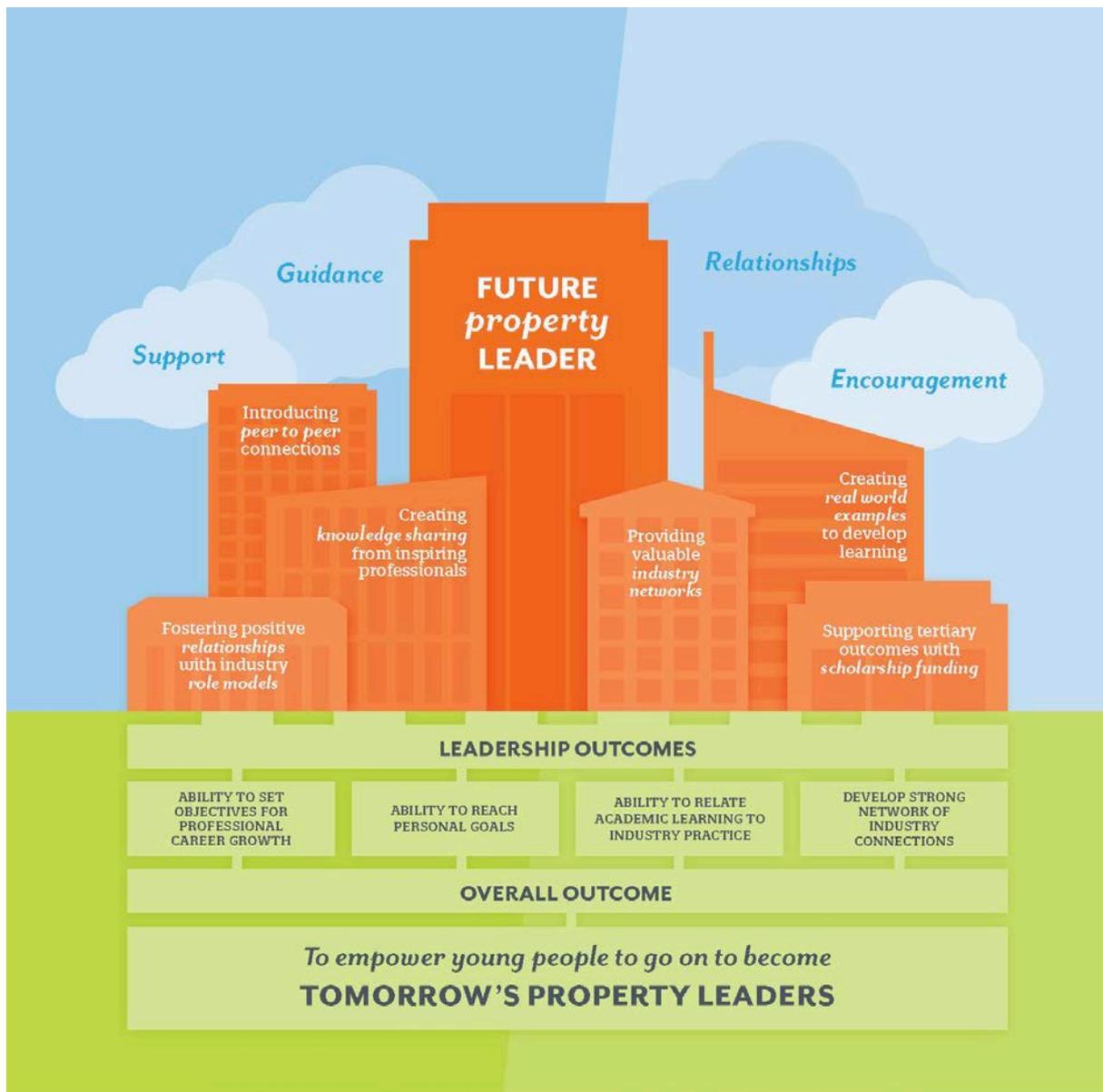
*Advice and opinions on entering the workforce as a grad. The opportunity to seek honest advice and opinions on things such as cv's, portfolios, working through these sorts of things together and giving a realistic opinion on what employers are wanting/needing to see in students coming through.*

Similarly, sponsors have reacted positively to acting as mentors. The mentoring programme aims provide an additional level of developmental support for Keystone students, sourced directly from our sponsor family networks.

## Design

Mentoring is a professional partnership, where the industry mentor will assist the Keystone Trust student (mentee) in developing their knowledge that will enhance and support their professional, personal and career growth. The partnership should be viewed as a relationship rather than a direct sponsor activity. It should be a safe, non-judgmental relationship that facilitates a wide range of learning from experience, guidance and development. The relationship, should be driven primarily by the mentee, in order for the mentee to take responsibility for his/her own development. The mentor acts as a guide, supporter, sounding board and a positive role model. This will create a confidential partnership between the two.

*“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*



## Recruitment

Becoming a Keystone mentor is open to anyone within the Keystone family. The programme will be conducted as one-to-one mentoring.

Mentors need to be:

- Empathetic
- Open minded
- Flexible about the best way of approaching things
- Willing to challenge and be challenged
- Willing to talk opening and honestly with their mentee
- Approachable

Mentees will demonstrate their commitment to the relationship, their respect for the mentor and appreciation of the support being offered by:

- Being proactive in the relationship, setting the topics for meetings, actively following up afterwards.
- Keeping any commitments, they make, such as attending meetings or responding to emails
- Preparing for mentoring meetings beforehand to make the most of the time available
- Listening carefully
- Responding to feedback
- Remaining open to new ideas and being receptive to the mentor's opinions.

An application form will be submitted from both the mentor and mentee to enable matching to occur. The programme will be open to applicants throughout the year, however matching will take place in the first quarter of each year.

Evaluation is key to enable the review and ongoing improvement of the programme, and all participants will be asked to take part in an evaluation survey twice each year. From time to time Keystone will check in with both parties to ensure the relationship is working.

## Confidentiality

Confidentiality is the cornerstone of a healthy mentoring partnership. It is vital that both parties gain trust and feel able to talk honestly and openly, safe in the knowledge that what they say will not be repeated without agreement.

## Guidelines

1. Discussions stay confidential.
2. General feedback can be given to Keystone Trust about how the relationship has progressed, but this will not include personal or confidential information.
3. If difficult topics arise in discussions between mentee and mentor and either party needs support in addressing these, they can talk in complete confidence to Keystone Trust to discuss an appropriate response or agree a course of action.
4. Meetings should take place in professional or public surroundings, offices, cafes etc. Meetings should never take place in private situations such as the home.

The mentor and mentee will complete a mentoring agreement at their first meeting, this will contain their objectives and goals for their mentor mentee relationship.

## Safety Checks

Please note that as a volunteer mentor you understand that you will be subject to Mentor safety checks, which will be done consistently, without exceptions. This will include police vetting, which you will be expected to give your consent to.

## **MENTOR CODE OF CONDUCT**

### **Purpose**

The purpose of the Keystone Trust mentoring programme is to develop and support emerging leaders in the property industry. To ensure that the highest standards possible are maintained in the Mentor/Student relationship; this Code of Conduct is aimed at making certain Mentors are clear about expectations, their boundaries and responsibilities in the Keystone Trust programme.

### **Protection of Student Rights**

Mentors must act in the best interests of their Student at all times. All Mentors acknowledge that the welfare, safety and interests of the Student is the main priority of this programme.

### **Respect**

The Mentor will acknowledge and respect the culture, diversity and individuality of the Student and will treat them with respect and consideration.

### **Protection of Student Privacy and Confidentiality**

The Mentor will respect the Student's privacy at all times, including both physically and emotionally and protect the confidentiality of the Student's information at all times. All personal information shared between the Student and Mentor shall be kept confidential by the Mentor, and the Mentor shall not, without the Student's approval in writing, disclose, publish or make known to any person, any such confidential information, unless such disclosure is required by law, or the Mentor feels the Student is in danger or there is a threat to the health and safety of the Student or any other person. This disclosure will be given to appropriate Keystone Trust staff.

### **Crisis situations**

Other than medical emergencies, the Keystone Trust's General Manager should be the Mentor's first point of contact in a crisis situation.

### **Difficult Situations**

The Mentor must not put the Student in any situation where they might be in danger of verbal, physical abuse or general harm.

### **Conduct and Aims of the Programme**

- Mentoring is a confidential partnership between two people built on understanding and trust. Its main aim is to build capability and self-reliance in the Student.
- The Mentor will be a positive role model for the Student by maintaining an attitude of respect, loyalty, patience, integrity, courtesy, tact and maturity.
- The Mentor will conduct themselves in a professional manner at all times.
- The Mentor is not there to sort out problems, but to highlight the issues and to help plan ways through them.
- The Mentor will help the Student develop skills and confidence to manage their future career.

- The Mentor will help the Student build the foundations of personal and professional networks.
- The Mentor will help the Student gain an understanding of the world of work; some obstacles they will face and how to overcome them.
- The Mentor will help prepare the Student for the transition from University to employment.

### Exchange of Money or Gifts

Mentors must not loan or give money or other items to the Student, (the mentor should use their discretion if giving any gifts to the Student). It is not the Mentor's responsibility to provide financial support for the student.

### Transportation and Vehicles

Mentors transporting Students must do so in warranted and registered vehicles and should adhere to safe practice and abide by all legal requirements; including ensuring they have a full valid driver's license and that seatbelts are worn at all times (e.g. this could arise where transportation is required on a site-visit).

### Mentor Support

Mentors agree to complete the reporting requirements, attend professional development workshops as required, participate in Keystone networking events and Mentor/Student activities (as convenient and appropriate), and communicate regularly with the Keystone Trust General Manager, who is there to support all Mentors and manage the Mentor programme. If a Mentor has any concerns or needs to speak about ethical or conduct issues they should speak promptly to the Keystone Trust General Manager.

*I understand that compliance with this Code of Conduct is a condition of continued volunteer placement as a Mentor for the Keystone Trust programme. I have read this Code of Conduct and fully agree to comply with the conditions. I understand that a violation of these standards will be grounds for termination.*

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Name

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Signature

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Date