

**GLOBAL MENTOR HANDBOOK 2014/15**

**YOUR ROLE AND DUTIES**

**WHAT DOES BEING A MENTOR INVOLVE?**

* Your primary role as a Global Mentor is to act as a ‘human signpost’ to new students; this is, to offer advice to students if you possibly can, but if not, direct them to someone who can.
* You are expected to contact your assigned mentees before their arrival in the UK, attend the Global Friends Programme welcome event with your mentee group, and adhere to the timetable the International Programmes Office provide you with to ensure you provide support to incoming students.
* You are required to fulfil your mentoring responsibilities to the best of your ability, but not to necessarily become the student’s best friend or a long-term support figure. Although this is a formal commitment, you are not in a formal role. You are a helpful and friendly face to ease students into their life in Manchester. Be prompt in your replies to your mentees and aim to provide the support you would have liked during your time abroad.
* Neither are you a counsellor or advisor. While you may be able to recommend services that offer additional support to students, you are not responsible for their overall wellbeing. If you ever feel that a mentee has misunderstood your role and is expecting too much of you, contact the International Programmes Office.
* Enjoy it, and take pride in the fact that the vast reserves of wisdom you gained whilst abroad are being put to the best possible use!

The Global Friends Programme is the new mentoring scheme designed by the International Programmes Office for the academic year 2014/15. This programme will hopefully be beneficial to both parties, and provide additional support for both incoming international students and to you, the mentor. We understand that the role you have undertaken is a voluntary one, and we have therefore sought to make the mentoring role manageable in what will undoubtedly be a busy semester.

**YOUR MENTORING SCHEDULE**

Below is a simple timetable to make sure both you and your mentees get the most out of this programme. You must follow the timetable so that each incoming international student receives a minimum standard of support on arrival at Manchester.

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| **DATE/TIME** | **TASK** |
| 12th – 18 December | ONLINE TRAINING |
| 18 December – 9 January | PRE ARRIVAL CONTACT BY EMAIL |
| Late January (date tbc) | ATTEND WELCOME EVENT |
| w/c 16 March | MID SEMESTER CHECK UP |
| June 2015 | END OF TERM EVALUATION |

Additional to these mandatory tasks, we request that you keep regular contact with your mentee, aim to support them throughout their time here in Manchester, and offer help and advice where you see fit.

Apart from these compulsory meetings outlined on the previous page, you are not required by the International Programmes Office to meet your mentee. However, we would like you to take the Global Friends Programme further than the requirements, as this would prove beneficial to both yourself and your mentee.

We will send regular emails to you about events taking place throughout the university, particularly ones put on by the International Society. We may also use our Facebook platform to do this. These events may be good places to meet your mentees to check they are settling in and address any issues they have in a less formal setting. Even if you don’t attend these events yourself, please forward a personalised email letting your mentees know about them.

Please be aware that to receive acknowledgement of your role of Global Mentor on your transcript (or H.E.A.R), we will ask for proof of your participation in the programme. This means that towards the end of the semester we will ask you to send us a portfolio of your emails to your mentees. This way, even if your mentees fail to respond to you, we can see that you aimed to fulfil your role of Global Mentor.

Remember, your role is to be a friendly face during the incoming student’s first semester in Manchester. You do not need to take on your mentee’s problems single-handedly. Whilst we would like you to check up on your mentees, you are not there to provide direct support – there are plenty of services that do that for you. Your job is to point them in the direction of these support services.

If you have any problems, please ring or visit the International Programmes Office. Details can be found on the last page of this booklet.

**SUPPORT SERVICES**

Student Services Centre

If your mentees have any problems related to immigration, examinations, certificates, transcripts, sources of funding, fee payment or registration, you would point them towards the Student Services Centre (SSC) on Burlington Street (57 on the campus map).

+44 (0) 161 275 5000

[ssc@manchester.ac.uk](mailto:ssc@manchester.ac.uk)

International Advice Team

If you don’t feel comfortable with offering the support or advice your mentee is requiring, please direct them to the International Advice Team. This is a whole team of people who are there to provide assistance to our international students. They can help with immigration issues, or point your mentees to services to deal with their finance, accommodation, council tax, childcare, and academic issues. They are based in the Student Services Centre.

+44 (0) 161 275 5000

iat@manchester.ac.uk

Careers Service

Your mentees may want to make use of our outstanding careers service during their time here, maybe just for something as simple as trying to find part-time work, or needing advice on their rights to work. If so, you should direct them towards the Careers Service, located in The Atrium on the 1st floor of University Place (37 on the campus map).

+44 (0) 161 275 2829

careers.info@manchester.ac.uk

Student’s Union and Advice Centre

The University of Manchester’s Student Union building is the centre of student activities and includes shops, concert venues, a café and a bar. The University’s newspaper, radio station and over 100 societies are also based here; point your mentees here if they have any queries regarding services the union has – if you can’t answer their question yourself that is! The Student’s Union also provides an advice service based on the ground floor, which can help your mentees with problems such as housing and funding. It is a drop in centre, and it is open from 10am until 4pm Monday-Friday

+44 (0) 161 275 2930

info.su@manchester.ac.uk

Counselling Service

Remember, you are only there to answer your mentee’s woes and worries – not to provide support for mentees that may be going through something more troublesome. If you think your mentees are relying on you too much, and they need a more structured system to offer support and advice, it might be good to direct them to the Counselling Service where the problem can be dealt with correctly.

+44 (0) 161 275 2864 counselling.service@manchester.ac.uk

Manchester Student Homes

Some of your mentees may not have sorted out their permanent accommodation prior to arrival, and will need your help. If they want to rent in the private sector, please direct them to Manchester Student Homes. All the landlords on MSH are approved by the University.

+44 (0) 161 275 7680 manchesterstudenthomes@manchester.ac.uk

Accommodation Office

Alternatively, you can direct your mentees to the Accommodation Office to request a room in university accommodation.

+44 (0) 161 275 2888 [accommodation@manchester.ac.uk](mailto:accommodation@manchester.ac.uk)

**WHAT DO I GAIN FROM TAKING PART IN THIS PROGRAMME?**

By volunteering for the Global Friends Programme, you will hopefully feel personal satisfaction from helping another student that is in a similar position that you will be, or have been. We aim for this programme to be just as beneficial to you, as for the mentees involved. By matching you with mentees based on geographical location, interests, hobbies and so on, we hope that you will find volunteering for this scheme interesting and rewarding, and make good connections with your mentees throughout their time here at Manchester. We also aim to foster cultural exchange; for students going abroad, this programme will provide insight into another culture preparing you for your time abroad. For returning study abroad students, we hope this will prove rewarding for those of you that empathise with your mentee’s position, and are not ready to let go of your time abroad just yet.

Aside from the above, with confirmation of your participation, you will receive an acknowledgement on your transcript for your contribution to the Global Friends Programme. Extra-curricular activities are highly valued by employers, particularly mentoring schemes which show qualities such as leadership, problem-solving, and the ability to take initiative. So, not only will you be able to put this participation to university life on your CV, you will be formally acknowledged by the University of Manchester as a “Global Mentor” on your H.E.A.R. you receive upon graduation.

**WHERE SHOULD I MEET MY MENTEES?**

There are lots of different places and settings you could choose to meet your mentees. A quick google of “Manchester points of interest” should give you lots of ideas! Here’s some from us:

* A restaurant or café – maybe just get a quick lunch during your day at university with your mentees to check they how they are doing. This doesn’t have to be anywhere fancy – the union or university place is fine!
* A bar – some of you may just want to grab a quick drink with your mentees for a catch up. However, be mindful of cultural differences and any problems they may have – not everyone will want to meet in a noisy bar surrounded by alcohol.
* The library – possibly one of the easiest ways to engage with your mentees without it disrupting your schedule too much! Maybe sit in the library for an afternoon and give your mentees a quick message to say where you are, and that you’re happy to answer any questions or address any issues if they want to come find you.

Please be mindful about activities involving money – a trip to Old Trafford with your mentees may sound appealing, but not everyone has the money to spend on travel and entry. Whenever suggesting activities to do with your mentee group, try to offer a free choice too.

**HELP, MY MENTEES ARE UNRESPONSIVE! WHAT SHALL I DO?**

Sometimes it’s not always that easy for mentors to engage with their mentees for various differing reasons. However, the Global Friends Programme has tried to ensure that everyone that is involved with this scheme wants to be – we have sent out application forms to study abroad students, similar to the ones you completed yourself. This ensures low unresponsive rates, because signing up for the scheme means they actively want to take part in the Global Friends Programme. However, we can predict that some students may lose interest in the scheme over the course of their time here. Try not to take it personally – they might have just settled in well and no longer see their mentor as a necessary form of contact anymore. Your job is done, and they might not have been able to do that without your help in the first few weeks! Nevertheless, we realise that this is a role that you want to benefit from too. If you are really struggling to get responses from any of your assigned mentees, please contact the International Programmes Office for further assistance. You can find the contacts at the end of this handbook.

**global.friends@manchester.ac.uk**

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