

A guide to E-Mentoring

What is online mentoring?

Online mentoring is a supportive, structured relationship which helps mentees to develop their skills and achieve their goals. Mentees communicate with their mentor through a safe and secure online platform, and the mentoring relationship is supported by a wide range of online resources and activities relating to education and career pathways

Mentors – Northumbria University student

Mentee – Your student

This project

This project matches young people in year 13, who are taking part in NU Entry, with a trained student mentor who is a current Northumbria University student who can give them an insight into higher education and provide advice and guidance relating to current studies, career and education pathways, and skills development.

Who is involved?

Northumbria University

The Widening Participation team coordinate the online mentoring project as part of NU Entry. They are the key point of contact for students and mentors taking part.

Brightside

An education charity that helps young people make confident and informed decisions. Brightside provides the safe online platform and works closely with the partner organisation to deliver mentoring projects.

Mentors

- The role of a mentor involves answering questions about education, careers and skills, drawing on their own experience to help inform young people
- All mentors undergo a rigorous and thorough recruitment and selection process
- All mentors receive training and are supported by Northumbria University throughout the project

Online platform

- All of Brightside's websites comply with latest data protection regulations
- All messages, URLs and attachments sent over the site are visible to and monitored by the mentoring coordinator
- In order to use the online mentoring service, young people must be registered with Brightside and they must have a unique username and password
- The online mentoring platform has a security certificate and is a secure site
- It is agreed and understood by all users that communications between a mentor and a mentee shall only take place through the Brightside site
- If any face to face meetings take place, these will be organised by the mentoring coordinator

Looking after mentees and their data

- Brightside and its partners respect users' privacy and recognise the importance of protecting the information collected about them. All parties are contractually obliged to keep users' personal data secure and confidential
- The mentoring relationship is confidential. However, should the mentor consider that their mentee is at risk of being harmed or harming others, the mentor is obliged to pass this information to the mentoring coordinator and Brightside to take appropriate action
- In order to improve users' experience and future mentoring projects, Brightside staff members may approach some mentees to receive their feedback and insights about the project they participated in to use for case studies and marketing material