

Specialist Mentor Support – An Introduction

Your 'Needs Assessment' recommends that you can receive the support of a Specialist Mentor (SM). This document describes the purpose of the support and outlines how it is delivered.

What is Mentoring?

The content and frequency of your mentoring sessions will reflect your individual needs and the recommendations from your needs assessment. However you will also be able to discuss your needs with your mentor and he/she will seek to respond to your particular concerns.

You can expect your mentor to assist you with:

- Implementing strategies to help with organisation, time planning and managing your workload.
- Maintaining motivation, focus on your academic progress and engaging with university life.
- Liaising with your academic department and with other services at the University of Leeds.
- Understanding coursework requirements, and breaking down work into manageable pieces.
- Orientation of campus, libraries and key student facilities and signposting to sources of information e.g. who to contact in a department.
- Additional support during the initial induction phase – e.g. assistance with registration, societies fair, choosing electives.
- Discussion with you about your requirements and working together to identify how best to respond to them.
- Flexibly identifying a time to meet with you. Support is generally provided 9-5, and mentors are based on campus.
- Keeping a record of your mentoring sessions.

A mentor may not:

- Provide subject specific help.
- Enter your accommodation.
- Provide counselling (your mentor can help you contact the Student Counselling Centre or the Student Mental Health Adviser).
- Proofread your coursework (although they may, if requested, read your work aloud to you to assist you in identifying errors).
- Act as a PA or secretary.



Key Points to Consider

- Mentors are allocated based on availability. During key intake periods, or other busy times, there may be a waiting list for SM support (we will inform you if this is the case).
- You must inform your mentor with at least 1 weeks' notice (where possible) if you are unable to attend a booked session. You must also provide a reason. Repeated failure to attend without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy.
- You will be required to sign a timesheet for every support session provided, or any session cancelled with less than 1 weeks' notice. An accumulation of unsigned timesheets will result in suspension of support.
- Your support worker may consider the session cancelled if you are more than 10 minutes late and have not informed the SWT of your absence or late arrival.
- In normal circumstances support is only available during term times.
- You do not have to use all of the hours which you have been recommended in your assessment. If additional sessions are required we will, where appropriate, support requests for extra hours.
- Provided there are no funding issues, you should be able to begin accessing SM support at any point of an academic term. Simply contact the Support Worker Team (details below) and we will set up support with you.
- If you begin SM support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume SM support at a later point if you wish.
- If you do not want to take up SM support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.
- If you feel you are experiencing difficulties with your SM support, please discuss this with your mentor where possible, or with the SWT in the first instance in order to resolve any issues and move forward with your support. In exceptional circumstances, we may be able to discuss reallocating students to another mentor.
- Although you have been recommended support from the University of Leeds you can choose to use a different provider if you would prefer. If you would like to look in to this option then please contact your assessor directly (their details should be given on your assessment of need report).
- If you have any comments or complaints regarding your support, please contact the Support Worker Team, at supportworkerteam@adm.leeds.ac.uk or 0113 3437547. Should you wish to make a more formal complaint you could follow the University complaints procedure http://www.leeds.ac.uk/secretariat/student_complaints.html

If you have any further questions regarding Specialist Mentor support, please do get in touch with the Support Worker Team, at supportworkerteam@adm.leeds.ac.uk or 0113 3437547.