

Participation guidelines

Updated: March 2021

This document serves to outline, in detail, the participation requirements for both Mentees and Mentors taking part in Mentoring Women in Business Programme (Mentoring Programme). It also provides guidance on when support will be offered by the Mentoring team, how concerns will be resolved and how mentoring relationships could be terminated.

The Mentoring Team is available to provide our mentoring participants with any assistance needed to have an effective, successful and beneficial mentoring relationship. You can contact them by sending a direct message on the mentoring software or if you have issues accessing the site, by emailing to mentoring@cherieblairfoundation.org.

Programme requirements and graduation criteria

In order to successfully participate in and graduate from the Programme, **mentees** are expected to:

- Meet with their mentor for at least two hours each month.
- Reach out to their mentor to schedule the first meeting and be proactive in scheduling subsequent meetings.
- Drive the relationship by setting agendas for each meeting and detailing what they want to work on during Mentoring Programme.
- Complete feedback surveys, which will be shared at several points during the programme, by the stated deadline.
- Complete the end-of-programme survey by the stated deadline.
- Submit SMART goals¹ to be worked on with their mentor, by the stated deadline.
- Complete Progression and Revision exercise to reflect on SMART goals by the stated deadline.
- Submit a reflection on the SMART goals by the end of the Mentoring Programme².
- Respond in a timely manner to communications from the Mentoring Team in which a reply is requested.
- Adhere to the [Code of Conduct](#).
- Optional: submit meeting notes to reflect on topics discussed and tasks agreed.

In order to successfully participate in and graduate from the Programme, **mentors** are expected to:

- Meet with their mentee for at least two hours each month.
- Complete feedback surveys, which will be shared at several points during the programme, before the stated deadline.
- Complete the end of programme survey by the stated deadline.
- Provide feedback to their mentee's SMART goals by the stated deadline.
- Provide feedback to their mentee's reflection on SMART goals by the end of the Mentoring Programme.
- Respond in a timely manner to communications from the Mentoring Team in which a reply is requested.
- Adhere to the Code of Conduct.

¹ We expect mentees to develop and submit a set of goals that are "Specific", "Measurable", "Attainable", "Relevant", and "Time-bound", which they will work on with their mentor during their relationship. You will receive guidance and resources at the start of phase 2 with information on how to develop such goals.

² It is not a graduation requirement to achieve all the goals set out at the beginning of the mentoring journey.

- Optional: provide feedback on their mentee's Progression and Revision exercise to reflect on SMART goals.
- Optional: submit meeting notes to reflect on topics discussed and tasks agreed.

Participants that fulfil these requirements throughout the Mentoring Programme will graduate and receive a graduation certificate. Participants that are unable to meet these commitments will be contacted by the Mentoring Team. The Mentoring Team will endeavour to support individuals and pairs to progress through the programme where possible. However, unfortunately, if individuals are not meeting the requirements of the programme then they need to be unmatched and withdrawn.

Supporting pairs

If participants are not able to adhere to the above requirements, they will initially be notified via an automated reminder on the Mentoring site. If problems continue or more serious issues are flagged, the Mentoring Team will get in touch via the mentoring platform, email or phone. There are several ways in which the Mentoring Team will be alerted to participants needing this support; for each of these situations there is a certain process that will be followed:

1. The Team will send out reminders to participants to schedule and have meetings, to complete surveys or submit mandatory assignments.
 - The Mentoring Team will track and get in contact with those receiving reminders to understand why it is they're not meeting the programme requirements. The Mentoring Team will offer support on issues that are preventing pairs from meeting and help them to submit their survey or complete mandatory assignments.
2. A participant reports in their feedback that there is a problem in the mentoring relationship.
 - After feedback is submitted, the Mentoring Team will start to try to resolve the issue by contacting the participant to give suggestions. If necessary, the Mentoring Team will also get in touch with the mentoring partner to understand the situation in full or reach out via phone. They can choose to copy both mentee and mentor into a message with suggestions.
3. When a participant flags a problem by sending a message to the Mentoring Team.
 - The Mentoring Team will be in contact with both mentor and mentee to try and resolve the issue via written messages through the mentoring software. If needed, the Mentoring Team may also try calling the pair.

In each of these cases, after each communication participants will be given a deadline for responding (generally a week). The Mentoring Team will check in a couple of weeks later to see if the pair has resolved their issue, is back to meeting or has submitted their survey or assignments.

The Mentoring Team will support committed pairs that are not fulfilling the programme requirements or needing further support by:

- Pointing participants to useful resources.
- Helping pairs to (re-)connect.
- Providing tips, advice, and guidance
- Providing conflict resolution support.
- Giving case by case, tailored advice.

The Mentoring Team understands that life can throw up unexpected circumstances and that entrepreneurship can be a complex and challenging journey. The Team will take personal circumstances into consideration and will endeavour to find positive solutions where possible. However, the Mentoring Team do expect that those who participate in the programme do so fully understanding of and committed to the programme requirements.

Mentees and mentors are requested to inform the Mentoring Team of any significant reasons why they won't be able to fully participate in the programme as early as they possibly can.

Unmatching pairs and ending individual participation

We facilitate a mentoring relationship for individuals that are committed to the programme and their mentoring journeys. This means that sometimes, despite our best efforts, participants may need to be withdrawn from the programme. There are a few criteria/situations when this can happen:

- If the pair has not started their mentoring relationship within two weeks of matching.
- If the participant has not completed a feedback survey.
- If the participant has not submitted one of the mandatory assignments, such as the SMART goals, Progression and Submission exercise and reflection on the goals for the mentee, and the feedback to SMART goals for the mentor.
- If a participant has been unresponsive to their mentoring partner and the Mentoring Team for one month, despite continued outreach by the Mentoring Team and receipt of automated reminders.
- If a participant has breached the guidelines determined within our Code of Conduct.
- If a participant wants to withdraw from the programme.

You will receive ample warning if your participation is at risk, in the form of general reminders and personal messages from the Mentoring Team. The Mentoring Team will aim to call each participant before they will be withdrawn from the Programme but will only attempt to do so a few times. Once you have been unmatched and withdrawal from the programme has been formalised, you will receive a message to inform you of this, including the reason for our decision.

Rematches

If a participant's mentoring partner is withdrawn from the Programme, they may be offered a new mentee or mentor, if they are eligible. These are the criteria:

- If their mentoring relationship came to an end due to no fault of their own (i.e. their mentoring partner was not committed or had to drop out of the programme for personal reasons).
- If they show continued commitment to the programme (it will be at the Mentoring Team's discretion to determine the level of commitment, based on previous communication and actions).
- Depending on capacity, sometimes we can only offer a rematch to mentors nominated by one of our corporate partners and if they participate in a specific intake.

Continuing on the programme after graduation

Mentees that have successfully completed one mentoring cycle, **will not** be able to do another term on the programme. You may wish to stay in contact with your mentor informally, outside of the programme, if they are happy to do so.

Mentors that have successfully completed one mentoring cycle, **may be** eligible to continue for another term on the programme. This will depend on whether they are self-funded or were nominated by one of our corporate partners and if that corporate partner is participating in a specific intake.

Ending a mentoring relationship

The Mentoring Team matches based on a range of criteria, such as age, time difference, the areas a mentee needs help and a mentor can offer support in, and the stage of business. This means that your mentoring partner may initially not be who you anticipated. We strongly encourage all participants to make every effort to get to know their mentoring partner and build a relationship. We carefully match all pairs and are confident all matches have the potential to have a successful relationship

However, we do understand that in some cases, a mentoring relationship may simply not work. Participants can always get in contact with the Mentoring Team via the mentoring software if they wish to end their relationship. There are two time periods for this:

1. During the first four weeks of the mentoring cycle, we offer a 'rematch' period during which participants can request a new partner. Please note: we may not have someone available for you immediately, meaning you may have to wait until the next intake to be matched again.
2. You can inform us at any point if your mentoring relationship is not working well. The Mentoring Team will first help you to see if there is a way to resolve the issues but if not, may offer you a new mentoring partner. Please note: you will have to wait until the next intake to be matched.

In both cases, we expect you to give a written statement as to why you believe the relationship did not work out and outline the effort you made to connect. Being offered a new partner will depend on the participant showing continued commitment to the Programme and capacity within a specific intake.

Complaints

The Mentoring Team will have final authority on decisions made regarding participation, unless a mentor or mentee decides to leave on their own accord. However, if a participant has any concerns with any element of the Mentoring Programme, they can file a complaint according to our Complaints Procedure. You can find our Complaints Procedure [here](#).

Our Complaints Procedure comprises three stages:

1. Informal Resolution: You can send a direct message via the mentoring software and explain the issue you're experiencing. You will start receiving support from the Mentoring Team within three UK working days to solve the issue.
2. Formal Complaint: If you're unsatisfied with the support provided, you can file a formal complaint by submitting our Stage 2 complaint form and emailing it to enquiries@cherieblairfoundation.org, where it will be forwarded to the Programme Manager. A written response will be issued within 20 UK working days.

3. Escalation: The complaint can be escalated to the Head of Mentoring, by submitting a written statement to enquiries@cherieblairfoundation.org as to why solutions provided so far have been unsatisfactory. A written response will be issued within 20 UK working days.

Your complaint will be dealt with in the strictest confidentiality and permission will be obtained before sharing with others inside or outside of the Mentoring Team. Filing a complaint will not affect your treatment on the programme.