



UNSW Business School

UNSW Business School  
Career Mentoring Program

**Alumni Mentor Guide 2024**



# A guide for alumni mentors

Thank you for being a mentor. Your time and expertise is much appreciated by UNSW Business School. Sharing your experiences, insights, and knowledge through mentorship will help our students find the path to personal and professional success.

The best business minds know helping others succeed is always a good strategy. That's why UNSW Business School strongly supports mentoring programs and encourages its alumni community to engage with current students as they prepare for their future careers. Mentorship is the most valuable form of guidance and for many, it is not just inspirational but transformative.

At UNSW Business School we are preparing our students to enter a complex and quickly changing business landscape. As new markets come online and others are disrupted, we must ensure the education of our students is relevant and global in perspective. We must challenge them to ask 'Why not?' and provide them with the tools to think critically and act innovatively. Mentorship is an integral part of this education.

We are also committed to addressing the gender imbalance in shortfall areas in the Business School: Actuarial Studies, Banking and Finance, Economics, and Information Systems and Technology Management. As a mentor you can help us continue progress towards gender equality, an important UN Sustainable Development Goal and a strategic priority for UNSW.

We hope you enjoy your mentoring experience. If you have queries or would like advice contact the Alumni & Engagement Team, UNSW Business School [alumni@business.unsw.edu.au](mailto:alumni@business.unsw.edu.au).

Best wishes

**Alumni & Engagement team**  
**UNSW Business School**



# Receive a certified digital badge as recognition for your mentoring participation

All mentor participants who complete the Career Mentoring Program will receive a certified digital badge.

We are committed to providing you with the tools necessary to achieve your professional goals and we understand that communicating your credentials in an ever-expanding online marketplace can be challenging. That is why we have partnered with [Credly](#) to provide you with a digital version of your credentials. Digital badges can be used in email signatures or digital resumes, and on social media sites such as LinkedIn, Facebook, and Twitter. This digital image contains verified metadata that describes your qualifications and the process required to earn them.

## FAQs

### What are the benefits of a certified digital badge?

Representing skills as a badge gives earners a way to share their abilities online in a way that is simple, trusted and can be verified in real time. Badges provide employers and peers concrete evidence of what was done to earn the credential and the skills acquired. It's an easy, visual way for employers to see where candidates have learned and what they can do.

### How do I know if I've earned a certified digital badge?

Alumni and industry mentors who complete the Career Mentoring Program will receive a badge, which can be added to a LinkedIn profile or used elsewhere online.

### How do I receive the digital badge?

- You will receive an email notifying you to claim your badge at our partner Credly's website after the program completion date (13 October 2023).
- Click the link in that email.
- Create an account on the Credly site.
- Claim your badge.
- Start sharing.

## How can you make a difference?

### THE MENTOR

As a mentor you will provide your student with advice about navigating the career market. Conversations on workplace culture and expectations and job roles and responsibilities are excellent starting points as you determine where your mentee's interests lie. You'll listen to your mentee and ask engaging questions, expand their horizons and help build their confidence.

Business students are likely to have multiple career changes throughout their lifetimes. Encourage them to think broadly and boldly about the opportunities available to them. Using your career journey as a touchpoint, share your career story explaining the various positions you have held and what led you to each role. And remember, mentorship is just as instructive an experience for the mentor as it is for the mentee. By reflecting on your career and current position you may just discover something new about yourself.

### THE MENTEE

Mentees are domestic or international students either in their penultimate or final year of an undergraduate Business School degree or enrolled in a postgraduate Business School degree with limited professional work experience in Australia. Students attend training sessions prior to the start of the Mentoring Program in the areas of professional behaviour, business etiquette and networking. They are coached on how to manage a mentoring relationship but they will often need your help to drive the discussion and set the agenda for your meetings. For some students, this program is their very first experience in the business world.





mentor  
a student

transform  
a life

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If I had a mentor when I was starting out in my career, someone who could support, advise and guide me on the career path I had chosen, I would have been better prepared. Being a mentor on the UNSW Business School Career Mentoring Program has enabled me to give back and offer guidance to students starting their career and help them do well on their journey.

**Joce Santa Maria**  
GradDip (Business & Technology) 2002

I would highly recommend the UNSW Business School Career Mentoring Program to anyone considering becoming a mentee or mentor through the program. This opportunity is a great way to build the bridge between students and industry leaders - helping guide students on their career choices, and for leaders to have more knowledgeable candidates coming into your business. Selfishly I am based in Europe, so I also find it a great way to keep connected with back home.

**Vanessa Shaw**  
BCom 2003

Although I did not receive any formal mentoring whilst I was a student at UNSW, I thought it would be beneficial to give back to the student community and share what I've experienced over the past 17 years of my working life. My high-school friend is also a long-time mentor for UNSW, and this prompted me to jump onboard.

**Jack Huang**  
BCom 2004

I highly recommend the UNSW Business School Career Mentoring program - it is a fantastic opportunity to meet someone you may not usually come across. The program is beneficial in developing your own leadership skills, providing exposure to a different world view and is such a rewarding part of putting your study into practice.

**Katie Puttock**  
Graduate Certificate in Social Impact student  
and 2022 CMP mentee

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#### KEY DATES 2024

Official mentoring period:

24 June – 4 October 2024

#### CAREER MENTORING PROGRAM



**CHARTERED ACCOUNTANTS™**  
AUSTRALIA + NEW ZEALAND

Chartered Accountants Australia + New Zealand partners with the UNSW Business School to deliver the Career Mentoring Program.

# A guide for mentors

## THE COMMITMENT

Mentors must be UNSW Business School and/or AGSM graduates or UNSW Business School industry partners and have at least five years of professional business experience. Mentors are required to spend a minimum of five hours with one mentee over the course of fifteen weeks.

During this unique time for our community, UNSW is committed to providing safe opportunities for alumni and industry partners to connect, mentor and learn. This year, the program will continue to provide flexibility, with the option of in-person and online mentoring sessions. Online options include face-to-face video conferencing (such as Microsoft Teams, Skype or Zoom), phone and text, email and instant messaging (such as WhatsApp). Meetings are arranged by the mentor and mentee with no formal check-ins from UNSW Business School, to allow the mentorship to develop organically.

The mentoring program is a formal university extracurricular activity that is included on students' Australian Higher Education Graduation Statement. Therefore, it is important you commit to the minimum number of five hours to ensure your student meets the requirements for their Graduation Statement.

You may wish to spread your meetings out evenly over the fifteen weeks or conduct them all within a shorter period. It is a good idea to work out a schedule with your student during your first meeting.

# A good mentor...

- Is willing to share their knowledge and career experience
- Listens actively and non-judgmentally
- Asks engaging questions that stimulate reflection and makes suggestions without being prescriptive
- Provides thoughtful feedback and encouragement, remaining accessible through regular meetings, emails and/or phone contact

## COMMUNICATE

Communication with your mentee may include a mix of email and phone contact as well as video meetings.

If you need ideas for conversation starters think about what would have made an impact on you as a business student.

Strategies for starting the conversation include:

- Bring your mentee to an online business meeting, or where permitted, to a business meeting in your workplace
- Introduce your mentee to a professional business colleague who can offer another career perspective (this could be done online via video, phone or email)
- Provide suggestions for business reading materials (e.g. books, articles, newsletters, videos)
- Suggest networking events through professional associations and societies
- Suggest industry webinars your mentee could attend
- Do a mock interview to practice interview skills and the types of questions asked

It is recommended that meetings with your mentee are held during normal business hours and are conducted with a professional business tone. We expect all students to behave professionally but your guidance is appreciated.

# Suggested topics for discussion with your mentee

## FIRST AND SECOND MEETINGS – BUILDING RAPPORT

### Discuss your background

- Share your current role and career path to date – discuss key tasks and duties of your current role
- Share your own experience of university
- Did you balance study with a part-time job?
- How should students make the most of university? Are joining clubs and societies a good idea?
- Ask your mentee what they find challenging about university

## EXPLORE YOUR MENTEE'S CURRENT CAREER GOALS

- Discuss the expectations of their future career within a particular field or fields
- Discuss specialisations and job opportunities for new graduates
- Discuss industry trends and areas experiencing growth

## THIRD AND FOURTH MEETINGS UNDERSTANDING THE WORK ENVIRONMENT

### Entering the workforce

- Share the experience of your first job
- How did you find the transition from university to full-time work?
- Share some tips and insights on the best way to write a CV and prepare for a job interview
- Is your mentee looking to apply for an internship or graduate role in the future?

### Working life

- Share your day-to-day experience of working life including how many hours you work, how demanding your job is and its major challenges and benefits
- Discuss how you manage work/life balance
- Discuss career opportunities and share some insights of promotion and career progression
- Are you a member of any professional associations in your field?
- Discuss the realities of applying study to work situations. Do you have any examples of a work project that was vastly different to what you'd come to expect from university study?

## FINAL MEETINGS – NETWORKING FOR THE FUTURE

### Building a professional network

- Discuss the importance of maintaining professional networks. How has networking assisted you in your career? Provide examples.
- What is effective networking? What are some of the essential skills required to network successfully? And how to network during the COVID-19 pandemic?
- What should you do after meeting someone? What are the next steps after a networking event? Consider online networking such as LinkedIn.

# Continue the conversation

Try these activities at your meeting to enhance communication:

## LET YOUR MENTEE BE THE EXPERT

Start a session where your mentee attempts to 'mentor' you on a subject of their choosing.

## DISCUSS CURRENT EVENTS

Give your mentee an article to read and then discuss it in detail at your next meeting.

## DEVELOP DECISION MAKING SKILLS

Engage in a role playing exercise to act out boardroom or meeting room conversations.

## SHARE CULTURAL TRADITIONS

Dedicate one meeting to discussing the similarities and differences in not only cultural traditions but business cultural traditions.

## BE CREATIVE

Dedicate one meeting to exploring the role of creativity and innovation in various business occupations, fields, and sectors.



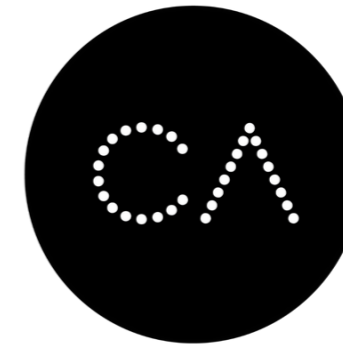
# Career Accelerator

Career Accelerator connects Business School and AGSM students to industry to help them prepare for their future career. Individuals and organisations are able to support a range of programs to share knowledge, expand student experiences and work in partnership with the Business School and AGSM.

The Career Accelerator team are dedicated to fostering mutually beneficial partnerships for alumni and industry. We consider our partnerships as long-term relationships which grow and evolve alongside your business needs. We work with you around your commitments and take pride in preparing the students in the best way to ensure they give as much to the relationship as they get. Contact us any time to discuss options to connect with our students.

Email: [engagebusiness@unsw.edu.au](mailto:engagebusiness@unsw.edu.au)

Find out [more](#).



CAREER  
ACCELERATOR



# Mentoring policies and procedures

## The Role and Responsibilities of a Mentor

As a UNSW Business School mentor, your role is to challenge, inspire, encourage and support your mentee to achieve their goals around their career development.

Mentors are expected to

- Be committed, trustworthy, a good communicator
- Provide honest and constructive feedback
- Maintain appropriate and professional boundaries
- Act ethically and with respect to all participants
- Maintain student confidentiality unless appropriate
- Adhere to relevant university policies and procedures outlined in this Guide.

Mentors are not expected to

- Provide guidance on all topics discussed especially if you are not comfortable in that area. Your role as mentor is not that of a friend, personal counsellor or academic advisor.
- Provide your personal history, problems, animosities, failures etc. unless they are constructive to the mentoring conversation.

## Diversity and Inclusion

The Career Mentoring Program is an inclusive and diverse program with the aim of enhancing employability skills and building connections in an environment that is free from discrimination, harassment, bullying and sexual harassment. Refer to the [UNSW Equity, Diversity and Inclusion Policy](#) for more information.

## Intercultural Communication & Awareness

The Career Mentoring Program is a culturally diverse and inclusive program for alumni and students. You may find cultural differences in eye-contact, personal space, greetings, postures and gestures during your mentoring relationship. For example, eye contact is considered a sign of openness and honesty in Australia whilst people from other cultures may avert their gaze as a sign of respect or deference.

## Code of Conduct

When expressing an interest in the Career Mentoring Program, alumni participants must agree to abide by the code of conduct, as outlined in UNSW's [Staff Code of Conduct Policy](#) as well as [Sexual Misconduct Prevention and Response Policy](#). UNSW alumni are considered to be affiliates of the University and must abide by the same policy as staff as well as the policies and procedures listed.

All volunteers engaged with the University are expected to conduct themselves in a manner consistent with UNSW's [Bullying and Harassment in the Workplace Prevention and Management Policy](#).

Any breaches of conduct will be dealt with as per the policy guidelines.

## Reporting a breach of conduct

If a serious breach of the [Code of Conduct](#) occurs (i.e. bullying or harassment by a participant) participants must report the incident to the Mentoring Program Coordinator in writing with details of the time and date of the incident. Program managers will keep a record of the incident and review potential actions in line with University policies.

## Insurance Policy

Enrolled students are covered by the [University's insurance policies](#) when engaged in approved UNSW activities. This extends to mentoring meetings, site visits and work-shadowing off-campus. Please contact the Mentoring Program Coordinator if you need clarification.

## Health and Safety

Mentors should be aware of all relevant health and safety issues if their mentee visits their workplace. Mentees should be inducted into safe working procedures during office or site visits. This does not apply if you are meeting on campus or in a public place.

## Privacy

Participants must handle all Personal Information (including contact details) received from UNSW in accordance with the privacy principles that govern the handling of such information by UNSW, including the [UNSW Privacy Management Plan](#) and the [Privacy Act 1988](#).

## Evaluation

The UNSW Business School strives to continually improve the Career Mentoring Program for both students and alumni mentors. A formal evaluation survey is usually undertaken at the end of the mentoring program. However, feedback is always welcome and appreciated throughout the program.

## Mentoring Program Coordinator

The Mentoring Program Coordinator is the main contact and support for mentors.

Mentors should contact the Program Coordinator as soon as possible if you experience any of the following:

- If you experience any uncertainty or discomfort within the mentoring relationship
- If a mentee discloses information which makes you concerned for their welfare
- If your mentee is unresponsive or is displaying lack of commitment to the mentoring relationship
- If you are having difficulty keeping the mentoring relationship going and need new ideas or topics to discuss
- If a mentee is becoming overly dependent on you.

## Grievance Procedure

In the first instance, participants should discuss the issue with the Mentoring Program Coordinator. Complaints and grievances will be dealt with according to [UNSW Complaint Management Procedure](#).

## Contact Details

Mentoring Program Coordinator for student mentees  
[BUSMentoring@unsw.edu.au](mailto:BUSMentoring@unsw.edu.au)

Mentoring Program Coordinator for alumni mentors  
[alumni@business.unsw.edu.au](mailto:alumni@business.unsw.edu.au)





## WHERE TO GO FOR QUERIES OR ADVICE

Direct enquiries to the Alumni & Engagement team,  
UNSW Business School

[alumni@business.unsw.edu.au](mailto:alumni@business.unsw.edu.au)