



## MENTORING SCHEME FAQs

### What is professional mentoring?

'A one-to-one, non-judgemental relationship in which an individual mentor voluntarily gives time to support and encourage another. This relationship is typically developed at a time of transition in the mentee's life, and lasts for a significant and sustained period of time'.

*(Home Office, Active Community Unit, 2001)*

### What is a digital platform?

A digital platform refers to the software or hardware of a site. For example, Facebook is a digital platform and Twitter is a digital platform too. This digital platform is for CSP members only.

### Is the mentoring relationship confidential?

Mentors and mentees are expected to maintain a mutually acceptable level of confidentiality. This will mean that the vast majority of personal information shared in meetings and email/phone exchanges is kept private.

### How do mentees get the best from the mentoring scheme?

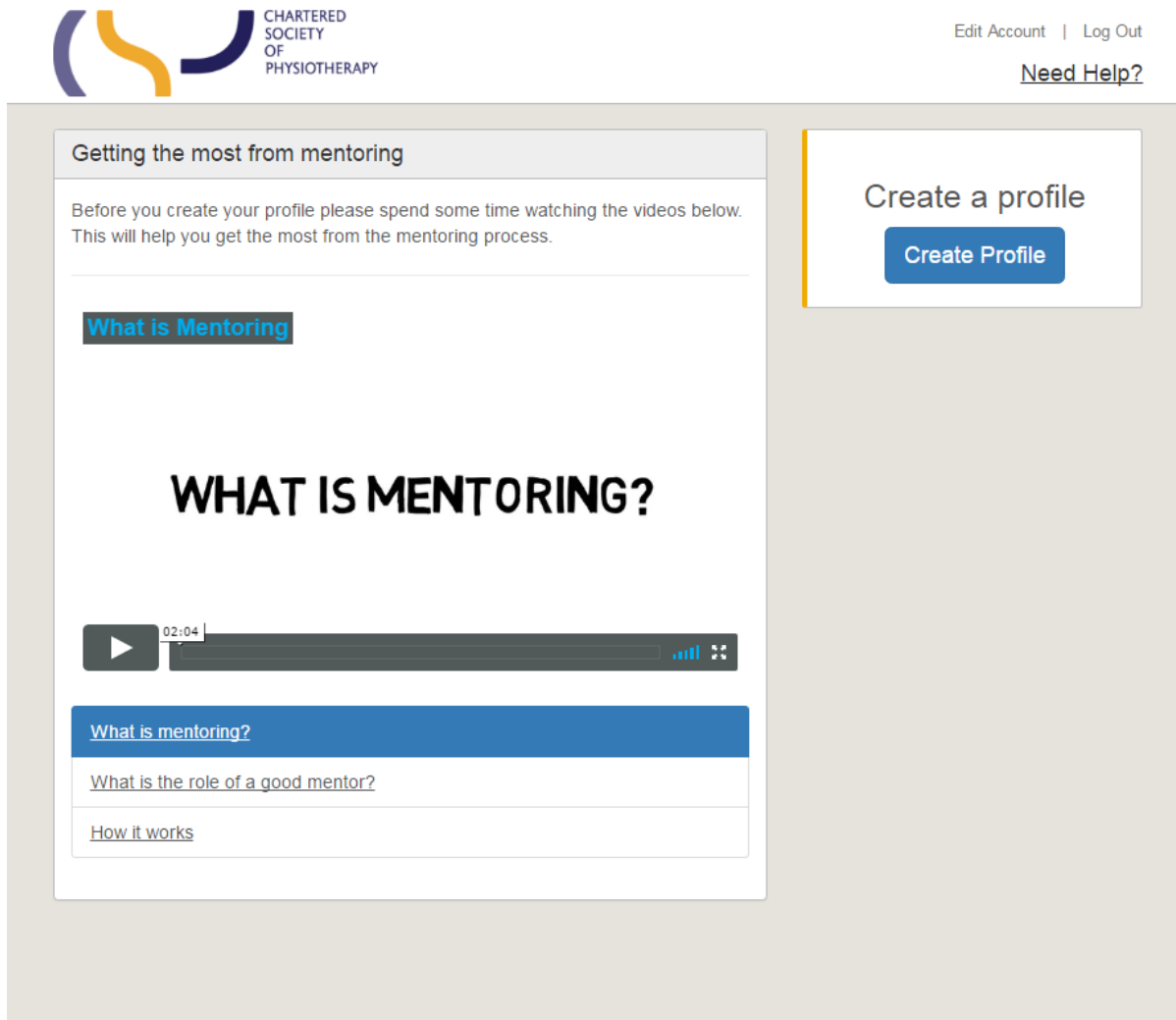
Successful mentees take an active role in the mentoring relationship to maximise the input of their mentor. A mentee may be aiming to achieve a number of things with the help of their mentor, so it is important for a mentee to take some time to write down a few initial thoughts on what they want to achieve. These should be discussed during the first meeting.

### How do I register as a Mentor or Mentee?

- a) Visit <https://csp.onpld.com/>
- b) On the top right hand side click 'create account'.
- c) Select whether you would like to be a Mentee or Mentor.
- d) Complete the fields and include all six (6) digits of your membership number.
- e) Click create account.

## [How do I create a profile?](#)

After your complete registration, you will see this screen;



The screenshot shows the user interface for creating a profile. At the top left is the logo for the Chartered Society of Physiotherapy. At the top right are links for 'Edit Account | Log Out' and 'Need Help?'. The main content area is divided into two sections. On the left, a box titled 'Getting the most from mentoring' contains a video player. The video player has a title 'What is Mentoring' and a large heading 'WHAT IS MENTORING?'. Below the video player are three links: 'What is mentoring?', 'What is the role of a good mentor?', and 'How it works'. On the right, a box titled 'Create a profile' contains a blue button labeled 'Create Profile'.

Click create profile on the top right hand corner of the screen.  
Complete the fields. You can return at any time to update this information.

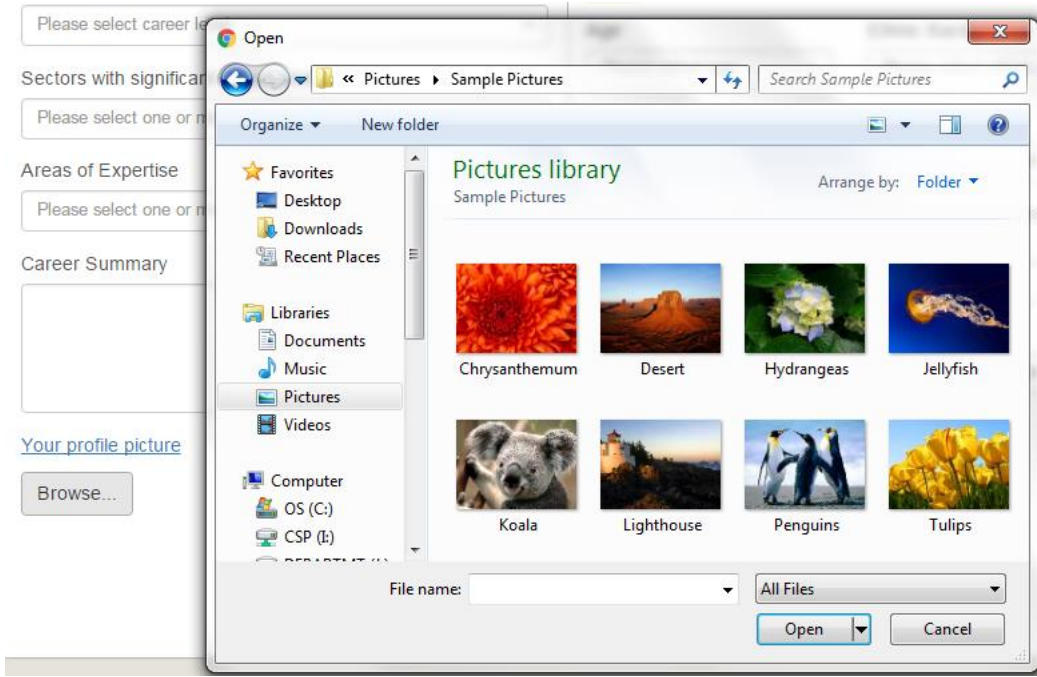
## [How do I upload a picture?](#)

- At the bottom left corner of the profile form, you will see a hyperlink 'Your profile picture'.
- Click the hyperlink – this button will appear

### [Your profile picture](#)

Browse...

- Click browse and select a picture from your personal drive



d) Click Save Profile

### How long should I expect to wait before I receive a mentoring proposal?

This can vary greatly. You may find that a mentee looking for a mentor with your skills and experience sends you a proposal within hours of you registering. Alternatively, an appropriate match could take weeks or months, so don't be disheartened if you are not snapped up immediately.

### Change in circumstances

If at any time you feel unable to offer your mentoring support you can switch off your availability - see above - and then switch it back on again when your circumstances change

### Why do I need to sign a mentoring contract?

The CSP wants you to have the best experiences of mentoring possible. Signing the contract allows you and your mentor/mentee to have a written agreement to refer back to. The contract offers protection and assurance for both sides of the mentor/mentee relationship. We have developed the contract using the European mentoring and coaching council (EMMC) global guidelines, a full copy of the guidance is available on [www.csp.org.uk/mentoring](http://www.csp.org.uk/mentoring)

### How do I organise a meeting?

Once you are in a mentoring relationship, you can create meetings by;

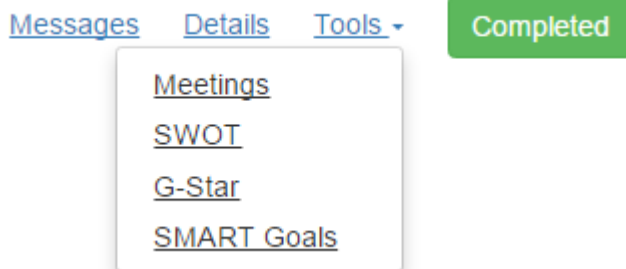
- a) Clicking on the relationship at the top of the screen



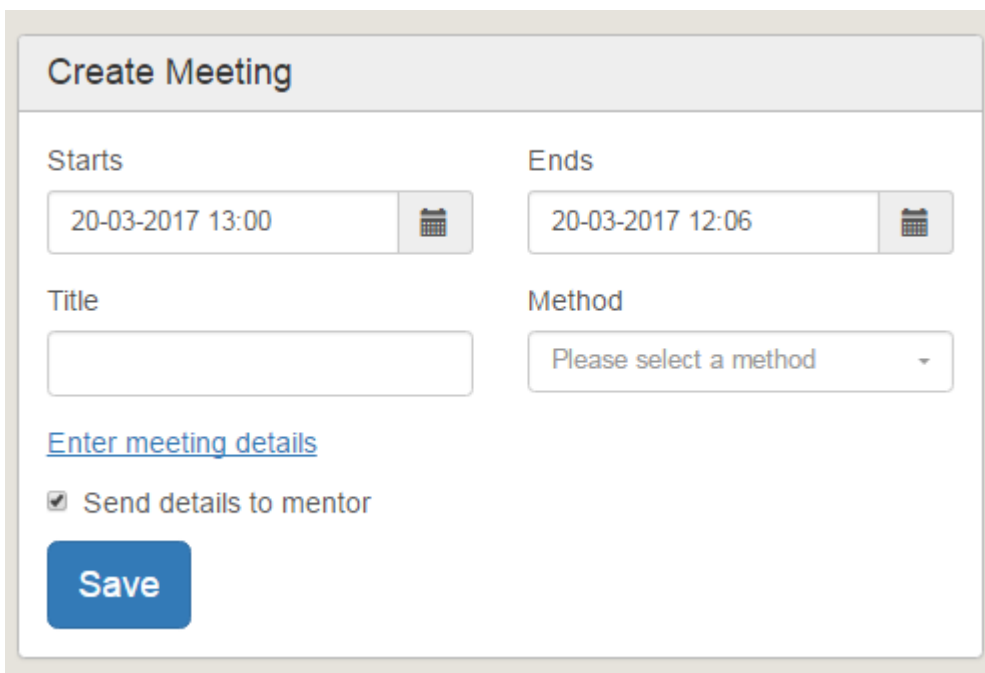
Relationships

- b) Next to your Mentor/Mentees profile summary you will see:

c) Click Tools and select Meetings



d) Choose the date, time and method of your meeting. A copy of the meeting details will be sent automatically to your Mentor or Mentee.

A screenshot of a 'Create Meeting' form. The form has a title 'Create Meeting' and two columns for 'Starts' and 'Ends'. The 'Starts' field contains '20-03-2017 13:00' and the 'Ends' field contains '20-03-2017 12:06'. Below these are fields for 'Title' and 'Method'. The 'Method' dropdown menu is set to 'Please select a method'. There is a checkbox labeled 'Send details to mentor' which is checked. A blue 'Save' button is at the bottom left.

### [How do I access the tools/guides?](#)

Once you are in a mentoring relationship, you can access tools by;

a) Clicking on the relationship at the top of the screen



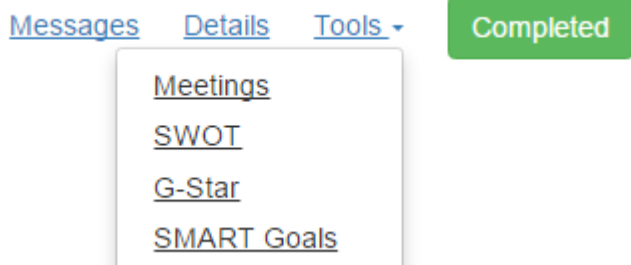
b) Next to your Mentor/Mentees profile summary you will see:

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[Messages](#) [Details](#) [Tools ▾](#)

c) Click  
like to

Tools and select the tool you would  
view



d) You can refer back to and update these tools at any time.\*Further resources are available via [www.csp.org.uk/mentoring](http://www.csp.org.uk/mentoring)

### [How do I switch off my availability status as a mentor?](#)

When logged into your account click on Edit Account, at the top of the screen, then locate and click the Make Unavailable link.

You will know you are unavailable when you see the message You are currently unavailable to mentees on every screen.

### [How do I change / retrieve my password?](#)

On the home screen click on the Forgotten password? link at the bottom of the Account Login panel the new screen will allow you to reset your password.

If you are already logged in to the system then please log out first.

### [How do I cancel my account and withdraw from the program?](#)

When logged into your account click on Edit Account, at the top of the screen, then locate and click the Delete Account link. Confirm deletion when prompted.

### [How long should I wait before a mentor accepts my proposal?](#)

Generally, most mentors respond quite quickly to proposals. However, to allow for the fact that a mentor may be unable to pick up and respond to a proposal we send out reminders to mentors 3, 7 and 15 days after a proposal is sent.

If they still do not respond after 21 days we will automatically withdraw your proposal to the mentor and ask you to select an alternative mentor.

### [Who should I contact with technical issues?](#)

Access the support request feature on the mentoring platform by selecting help at the bottom of your screen.

### Where can I receive support on the mentoring relationship?

You can review guides and videos on the mentoring platform. Helpful information is also available on the CSP website [www.csp.org/mentoring](http://www.csp.org/mentoring).

### Raising issues

Following the guides, applying the values and using the resources available on the platform should help you to progress your mentor/mentee relationships. If at any time you find you experience difficulties with a relationship built on the CSP Mentoring Scheme, you can email us at [education@csp.org.uk](mailto:education@csp.org.uk). There is also a complaints procedure outlined in the Contract.