



**University of  
South Australia**

**Veterans' Engagement and Education  
Program (VEEP)  
Mentoring Handbook**

## Contents

1. Welcome!.....	1
2. What is a mentor? .....	2
3. What is mentoring? .....	2
4. What is a mentee? .....	2
5. What is the program structure?.....	2
7. What does a VEEP Mentor do? .....	3
Roles & Responsibilities.....	3
8. Frequently Asked Questions (FAQs).....	3
When will I be matched with my mentor/mentees?.....	3
When do mentors and mentees make contact and how often? .....	3
What is the time commitment as a mentor? .....	3
Will I receive training?.....	3
When to refer?.....	4
Confidentiality.....	4
Self-care & setting boundaries .....	4
9. Services & Support.....	4
Useful links for students at UniSA.....	4
Useful resources for students at UniSA.....	5
Quick referral guide.....	5
Online resources .....	7
10. What should I do if I have any feedback or complaints about the VEEP Mentoring program? .....	7
11. Mentoring agreements .....	7
12. Good Practice Guidelines .....	7

## 1. Welcome!

Welcome to the VEEP Mentoring Program.

VEEP Mentoring is a volunteer program that connects participating VEEP students by matching them with either:

- currently enrolled students at UniSA who are a serving/ex-serving ADF personnel, First Responder or their immediate family member;
- ADF personnel who have transitioned from the ADF to a civilian career; or
- defence or related industry personnel.

The aims of the program are to assist VEEP students with the transition into and through university and to expand their network and interpersonal skills by facilitating personal and professional connections.

This handbook will explain the roles and responsibilities of both mentors and mentees.

There are a number of benefits to being a mentor in the program. For student mentors, these include:

- Meeting and connecting with other students;
- Finding reward by giving back through sharing your knowledge and expertise;
- Developing graduate qualities;
- Developing leadership potential and communication skills;
- Expanding your personal and professional network;
- Receiving training & support from the coordinators throughout the program;
- Receiving a certificate in recognition of participation in the program, as well as being recognised for one program under the Leadership and Enterprise pillar of the UniSA+ program;
- Receiving an invitation to a recognition and celebration event.

For external mentors, these include:

- Contributing to the personal and professional development of a VEEP student;
- Finding reward by giving back through sharing your knowledge and expertise;
- Building connections to UniSA;
- Receiving a certificate of appreciation in recognition of participation in the program;
- Receiving an invitation to a recognition and celebration event.

Thank you for participating in the VEEP Mentoring Program!



## 2. What is a mentor?

A wise or experienced guide, who is accepted by a younger or less experienced person to help facilitate transition, growth, or development.

## 3. What is mentoring?

Mentoring is a collaborative and purposeful relationship to support people in reaching their goals & a relationship that facilitates mutual learning, reflection, and growth.

## 4. What is a mentee?

Mentee refers to a person who is formally linked with a mentor for a specific period of time to enhance the mentee's capabilities and their likelihood of success in their studies or personal and professional life.

## 5. What is the program structure?

- The program operates in [Study Period 2 and Study Period 5](#) each year. The minimum participation requirement is for one Study Period (4-5 months). However, upon mutual agreement, the mentor and mentee may extend their mentoring agreement for a second Study Period.
- Mentors and mentees are matched according to the information provided in their respective application forms. You will be advised by the program coordinators via email of who you are matched with and their contact details.
- After being matched, you will be invited to a 'kick-off' social event which will provide you with an opportunity to meet your mentor/mentee, as well as meeting other program participants and the program coordinators.
- Mentors and mentees are expected to meet 2-4 times per Study Period. This can be face-to-face or by email, phone or online.
- Mentees are expected to develop personal learning/development goals with your mentor before or during the first meeting and review these throughout the program.
- Mentees are expected to develop an agenda for each of the meetings with their mentor and ensure the mentor receives the agenda prior to each meeting.
- The program will conclude with a 'wrap-up' event, during which participants will be able to share their experiences and receive their certificates of participation.
- Mentors and mentees will complete an end-of-program assessment of the learning/development objectives.

## 6. What is a personal learning/development goal?

This is a simple description of what you hope to get out of the program and what you hope your mentor can assist you with in regards to your personal and professional development.



## 7. What does a VEEP Mentor do?

As a VEEP Mentor you will:

- Contribute to the personal and professional development of a VEEP student.
- Share your knowledge and experiences, answer questions, and offer guidance and advice.
- Commit to 4-6 hours per study period as per the program guidelines.

### Roles & Responsibilities

- Act in a professional, responsible and appropriate manner at all times with the new students.
- Maintain confidentiality in relation to matters discussed with the VEEP students.
- Will not give advice or take up a support role for situations other than those mentioned in the program aims.
- Carry out your role in a manner which does not present a risk to yourself, others or to the environment.
- Comply with any procedure relating to health, safety and wellbeing.
- Contact the VEEP Mentoring program coordinator for further support and advice.

## 8. Frequently Asked Questions (FAQs)

### When will I be matched with my mentor/mentees?

This will usually occur 1-2 weeks before Orientation Week of the Study Period. You will be advised by the program coordinators via email of who you are matched with and their contact details.

### When do mentors and mentees make contact and how often?

After being matched, the mentee should initiate the first contact with their mentor by email to introduce themselves. Mentors and mentees will then be invited to a 'kick-off' social event which will provide you with an opportunity to meet face-to-face.

### What is the time commitment as a mentor?

This will be approximately 4-6 hours per Study Period.

### Will I receive training?

- All mentors will be provided with comprehensive training on what is required for the role.
- Mentors will be required to complete the online training modules and attend a face-to-face training session (when COVID-19 response measures allow).
- On completion of both of these components you will be ready to start communicating with your mentees!

## When to refer?

It is important to understand that a mentor is not expected to know everything and it's better to refer the mentee to the appropriate source of information rather than giving them the wrong information. There are many support services for students at UniSA and in the wider community that can assist students with issues or queries that may fall outside your role as a mentor. If in doubt, please contact the VEEP Mentoring program coordinator.

## Confidentiality

Be respectful to the mentees and to the confidentiality of any information they share with you. If a mentee tells you something that makes you concerned for their safety and wellbeing or if you feel that a student is in danger or endangering someone else, you should inform the VEEP Mentoring program coordinator immediately.

## Self-care & setting boundaries

- respect and value diversity and the rights of all students
- Don't make their problems your problems
- Learn to say 'no' appropriately
- Do not take on an advocacy role
- Be aware of your own limitations
- Don't be afraid to refer or get support
- Make contact only via approved contact methods
- Harassment and bullying should be reported to the VEEP Mentoring program coordinator

## 9. Services & Support

This section provides you with a helpful directory of UniSA services.

### Useful links for students at UniSA

Issue	Contact	Contact Details
Starting Uni	It Starts with Orientation	<a href="#">Orientation</a>
Getting to know other students	Student Life	<a href="#">Student Life</a>
Student administration	Campus Central	<a href="#">Campus Central</a>
Student services & support	Student Engagement Unit	<a href="#">Student Engagement Unit</a>
Navigating the online environment	Online at UniSA	<a href="#">Online at UniSA</a>

### Useful resources for students at UniSA

The Student Experience	Student Life	<a href="#">Experience UniSA</a>
Information for Parents, Partners & Friends	Information for Parents Guide	<a href="#">Student Life</a>
Information for International students	International Student Guide	<a href="#">Student Support Services</a>
Key dates	Academic calendar	<a href="#">Academic calendar</a>
Study planners- will help you to plan your study, considering assignment deadlines, your study program (tutorials, lectures) and other life commitments	Study planners	<a href="#">Study planners</a>
Study Help-academic skills, writing essays & reports, assignments, referencing, developing your English, exams	Online resources	<a href="#">Study Help</a>

### Quick referral guide

Issue	Contact	Contact Details
<ul style="list-style-type: none"> <li>• Academic Appeals</li> <li>• Academic review</li> <li>• ID cards</li> <li>• Credit Transfer</li> <li>• Enrolment</li> <li>• Print quota</li> <li>• Transcripts</li> <li>• Fees &amp; Charges</li> <li>• Timetable Issues</li> <li>• Results &amp; exams</li> <li>• Graduation</li> </ul>	Campus Central	<a href="#">Ask Campus Central</a>
<ul style="list-style-type: none"> <li>• Personal Counselling, managing stress, time management etc.</li> <li>• Study support help with study skills, assignments, referencing.</li> <li>• Disability Support, Facilities &amp; access</li> <li>• Career counselling, resumes, job search skills</li> <li>• International student issues,</li> </ul>	Student Engagement Unit (SEU)	<a href="#">SEU</a>



<p>visa info, working in Australia, CoE/visa queries</p> <ul style="list-style-type: none"><li>• Doctors, Health info</li><li>• Volunteering opportunities</li><li>• Improving leadership qualities</li><li>• Aboriginal &amp; Torres Strait Islander Student Support- Wurringka Student services</li></ul>		
<ul style="list-style-type: none"><li>• Joining an academic or cultural club or society</li><li>• Student representation</li><li>• Student advocacy-assistance with appeals, requests for re-marking, advice on University policy</li><li>• Secondhand textbooks</li><li>• Student magazine</li><li>• Student events</li></ul>	University of South Australia Students Association (USASA)	<a href="#">USASA</a>
<ul style="list-style-type: none"><li>• Where to eat on campus</li><li>• Parking</li><li>• Campus maps</li><li>• Childcare</li><li>• Locker hire</li><li>• Lost property</li><li>• Campus Security</li><li>• Room bookings</li></ul>	Facilities Management Unit	<a href="#">FM-Assist</a>
<ul style="list-style-type: none"><li>• IT Support-email, internet, network issues, passwords</li></ul>	IT help desk	<a href="#">IT help desk</a>
<ul style="list-style-type: none"><li>• What's on around campus</li><li>• Student newsletter</li><li>• Campus wear</li><li>• Student grants</li><li>• Study overseas opportunities</li><li>• Student code of conduct</li></ul>	Student Life	<a href="#">Student Life</a>
<ul style="list-style-type: none"><li>• Library-study spaces, borrowing books, special &amp; archival collections, assignment help &amp; guide, on campus workshops, printing, scanning &amp; copying</li></ul>	UniSA Libraries	<a href="#">Library</a>
<ul style="list-style-type: none"><li>• Legal Advice- free, confidential legal advice on a range of matters including criminal, family, debt claims, car accidents, tenancy, and neighbourhood disputes</li></ul>	Legal Advice Clinic	<a href="#">Legal Advice Clinic</a>



### Online resources

Item	Type	Information Source
SafeZone	Mobile app (Security)	<a href="#">SafeZone</a>
UniSA App	Mobile app (general)	<a href="#">UniSA</a>
UniSA Anywhere	Office 365 ProPlus	<a href="#">Anywhere</a>
Student portal	Navigating the portal	<a href="#">Portals at UniSA</a>
Accessing emails	Ask IT	<a href="#">Connecting to Email</a>

## 10. What should I do if I have any feedback or complaints about the VEEP Mentoring program?

If you have any feedback and complaints related to the VEEP Mentoring program, please direct them to the VEEP Mentoring program coordinator at : [veterans@unisa.edu.au](mailto:veterans@unisa.edu.au)

## 11. Mentoring agreements

Please ensure that you have completed the following documents.

- Mentors: [UniSA volunteer agreement](#) & [VEEP mentoring participation agreement](#)
- Mentees: [VEEP mentoring participation agreement](#)

These forms can also be found on the VEEP Mentoring Online Training Module. Please ensure you that you email signed copy of documents (s) to: [veterans@unisa.edu.au](mailto:veterans@unisa.edu.au)

## 12. Good Practice Guidelines

The VEEP Mentoring program at UniSA has been based on the *ANZSSA Guidelines for Good Practice in Peer Mentoring Programs in Higher Education*.

These guidelines are intended to ensure the consistency and quality of programs across the University and to ensure consistency of the experiences of students and staff participating in mentoring programs.

[VEEP Good Practice Mentoring Guidelines](#)