PEER

MENTOR SCHEME

CODE

OF CONDUCT

HERTS SU

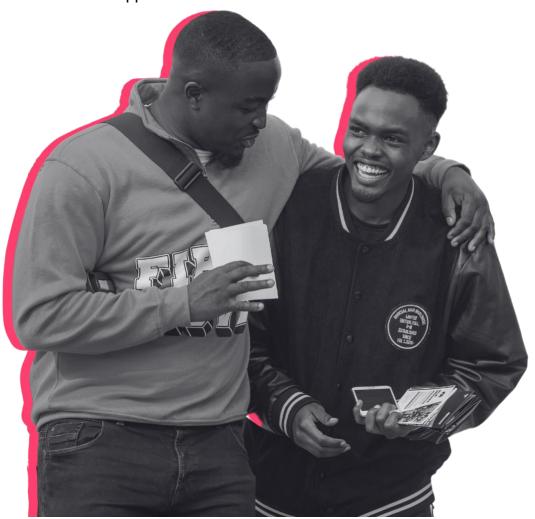# HERTS SU

Peer Mentor Scheme
Code of Conduct

We want all Herts SU Peer Mentoring members (Mentors and Mentees) to have a positive experience of being part of the scheme. We want students to love life at Herts and to feel that the scheme enhances their experience at university.

All members of the Peer Mentor Scheme (Mentors and Mentees) are expected to abide by the Peer Mentor Scheme Code of Conduct.

If you have any questions about anything mentioned within the code of conduct, get in touch with us at **peermentoring@hertssu.com**.

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Peer Mentor Scheme

All first-year undergraduate students from the following courses will be automatically enrolled into the scheme in the 2024-25 academic year and assigned to a Peer Mentor.

The role of a Peer Mentor is to welcome and support new first-year undergraduate students (Mentees) to the University of Hertfordshire and to keep in touch on a weekly/monthly basis over the duration of their first academic year. Peer Mentors will be returning students from the same School of Study and will be there to provide basic advice and peer support to Mentees, like signposting to relevant SU or university services.

The Peer Mentoring Scheme is currently running in the following courses:

School of Creative Arts	
BA (Hons) Architecture	BA (Hons) Character and Creative Effects
BA (Hons) Creative Media Arts	BA (Hons) Digital Animation
BA (Hons) Fashion and Fashion Business	BA (Hons) Film and Television Production
BA (Hons) Graphic Design	BA (Hons) Graphic Design: Advertising and Branding
BA (Hons) Illustration	BA (Hons) Interior Architecture and Design
BA (Hons) Model Design	BA (Hons) Model Design and Special Effects
BSc (Hons) Audio Engineering	BSc (Hons) Live Sound, Lighting and Performance Technology
BSc (Hons) Music Composition and Sound for Film and Games	BSc (Hons) Music Production and Promotion
BSc (Hons) Songwriting and Artist Development	

School of Law and Education	
BA (Hons) Criminology & Criminal Justice	LLB (Hons) Law

HERTS SU

Code of Conduct for All Members

You understand that:

- The University of Hertfordshire and Herts SU operate a zero-tolerance policy towards harassment and bullying. Harassment and/or bullying is unacceptable and considered to be a serious disciplinary offence. Any reported incidents will be taken seriously and treated confidentially. Please read the **Bullying and Harassment Policy** for full details.

- All scheme members must abide by the SU's **Code of Conduct** and the University of Hertfordshire's **Code of Conduct**.

- A Peer Mentor will contact their Mentee initially via their student email to arrange the first meeting.

- All students must adhere to the assigned guidelines for meeting with their Peer Mentor/Mentee:
  - All face-to-face meetings must be held on campus (either College Lane or De Havilland) between the hours of 09:00 – 18:00. When meeting in person, Peer Mentors should find a quiet but not completely private location within campus grounds, ensuring that conversations can remain confidential.
  - Online meetings must take place on Microsoft Teams between the hours of 08:00 – 19:00. Peer Mentors/Mentees must not record meetings, using either the record function in Microsoft Teams or another application. Mentors should make clear to Mentees that meetings will not be recorded and that Mentees should not do this either.

- Meetings may be arranged one-to-one or as a group with other matched Mentors and Mentees.

- You must be mindful of the times of day you are communicating with your Peer Mentor/Mentee. We advise that you only communicate between the hours of 08:00 – 19:00.

- Conversations with Peer Mentors will remain confidential and details of conversations will not be shared with SU staff or university/external support services unless the Peer Mentor considers the wellbeing of the Mentee or others to be potentially at risk. In instances such as this, emergency support services will be contacted and Peer Mentors will be supported through this process.

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Code of Conduct for Peer Mentees

As a student within the courses mentioned above, you will automatically be enrolled into the scheme. You will be matched with a Peer Mentor from the same school who will support you in the first year of your university journey.

If you do not wish to be part of the Peer Mentoring Scheme, please email **peermentoring@hertssu.com** with your name and Student ID so that you can be removed from the mailing lists at any point.

You understand that:

- Each match through the Peer Mentor Scheme will last for one academic year (October-April); however, students can choose to keep in touch outside of the parameters of the scheme if both the Mentor and Mentee wish too. If one does not wish to keep in touch, then the communication must end once the scheme is over.

- Peer Mentors are students too, and it is important to respect their time and personal space. It is not appropriate to expect a Peer Mentor to be able to help at short notice or to use an uncomfortable amount of their time (over the 2-4 hour per Mentee per month commitment).

- Your Peer Mentor may set up a Microsoft Teams chat or a WhatsApp group chat with you. However, consent must be obtained from all parties prior to any chats being created. These group chats must only be used for the purpose of the Peer Mentoring Scheme.

- You should make your Peer Mentor aware of any preferences in regards to meeting and how you would like to be contacted. You should communicate this either following the initial email you receive or in your first meeting.

- Your communications between your Peer Mentor are confidential and it is also expected that you do not share any personal information or experiences they share with you, unless you have a concern for their safety or the safety of someone else. In this instance please contact the Peer Mentor Coordinator at **peermentoring@hertssu.com**.

- You should also treat any personal data that a Peer Mentor shares with you as confidential. This could include a phone number or personal email given to help communicate as part of the scheme.

- The university and SU operate a zero-tolerance policy towards harassment and bullying. Harassment and/or bullying is unacceptable and considered to be a serious disciplinary offence. Any reported incidents will be taken seriously and treated confidentially. Please read the **Bullying and Harassment Policy** for full

details. If a Peer Mentor commits any form of inappropriate behaviour or misconduct, a Mentee can report this to the Peer Mentor Coordinator by submitting a report of concern/complaint to **peermentoring@hertssu.com**.

HERTS SU

Code of Conduct for Peer Mentors

As a Peer Mentor you are expected to demonstrate good communication and integrity within your role. Your role will include supporting, guiding and advising the Mentees within your allocated group.

You understand that:

- As an SU student staff member, you must abide by all the rules and regulations outlined in your contract, which you will be sent via Staff Savvy and required to sign prior to you starting your role as a Peer Mentor once your Right to Work in the UK has been checked. You must complete mandatory training as provided by the SU before you can meet with Mentees.

- Each match through the Peer Mentor Scheme will last for one academic year (October –April); however, students can choose to keep in touch outside of the parameters of the scheme if both the Mentor and Mentee wish too. If one does not wish to keep in touch, then the communication must end once the scheme is over.

- You will be assigned a group of student Mentees and will be given access to a mailing list through the SU website. You will be expected to make contact by email via the SU website to arrange your first meeting, either online or in-person.

- You may set up a Microsoft Teams Group Chat or a WhatsApp group chat with your Mentee. However, consent must be obtained from all parties prior to any chats being created. These group chats must only be used for the purpose of the Peer Mentoring Scheme such as arranging times to meet with one another or signposting to university services.

- You should establish that the Mentor/Mentee relationship is confidential during the first meeting to reassure Mentees. Things that mentees raise should not be shared outside of the Mentor/Mentee relationship unless there are concerns for their safety, in which case contact the Peer Mentor Coordinator (**peermentoring@hertssu.com**) or relevant university services such as the Dean of Students Office (**deanofstudents@herts.ac.uk**) or emergency services if required.

- You should treat any personal data that a Mentee shares with you as confidential. This could include a phone number or personal email given to help Mentors and Mentees communicate. You should not collect any personal data that is not necessary for you to complete your role. Once the role has ended, personal data must be deleted as per GDPR law.

- You may wish to share personal experiences with your Mentees, and you should remind Mentees that these should be treated as confidential too.

- You are responsible for your behaviour when communicating with your Mentees. Please ensure you are using appropriate language and do not share materials that could be harmful or illegal.

- If a Mentee becomes too reliant on you for support, e.g. contacting you every day, you should continue to signpost appropriate support services and refer your concerns to an appropriate member of staff such as the Peer Mentor Coordinator.

- The university and SU operate a zero-tolerance policy towards harassment and bullying. Harassment and/or bullying is unacceptable and considered to be a serious disciplinary offence. Any reported incidents will be taken seriously and treated confidentially. Please read the **Bullying and Harassment Policy** for full details. If a Mentee commits any form of inappropriate behaviour or misconduct, then you can report this to the Peer Mentor Coordinator via **peermentoring@hertssu.com**.

- If you are unable to continue with your role as Peer Mentor, you must contact the Peer Mentor Coordinator by emailing **peermentoring@hertssu.com** as soon as possible.

HERTS SU

Herts SU Support

The Peer Mentoring Scheme is facilitated by Herts SU for the benefit of students at the University of Hertfordshire.

We commit to the following:

- We administrate the recruitment of Peer Mentors, ensuring that their personal data is stored in accordance with **GDPR**.

- We provide training to Peer Mentors covering active listening, how to signpost to student support services, confidentiality and appropriate conduct.

- We administrate the registration of first-year students who are automatically enrolled into the scheme and matched with a Peer Mentor, ensuring that their personal data is stored in accordance with **GDPR**.

- We facilitate the matching of Mentees with Peer Mentors, matching in accordance with similar School of study and where possible personal characteristics such as gender.

- We keep in touch with both the Mentees and Peer Mentors throughout the academic year; to ensure that the matches are going well and to receive feedback about the user experience of the scheme.

- All scheme members are treated as per the SU's **Equality & Diversity Policy**.

- We will investigate any concerns which are brought to our attention and take appropriate action whenever necessary. If an allegation is of a severe nature and found proven, on the balance of probabilities, we reserve the right to dissolve matches or remove members from the scheme. It may also be appropriate to make referrals to the Students' Union Disciplinary Policy, Dean of Students' Office, or Police. Safeguarding the welfare of scheme members is our absolute priority.

If you ever have any concerns that you would like to raise with us, please contact the team via **peermentoring@hertssu.com**.