

MentorConnect Program

Frequently Asked Questions (FAQs)

General

1. What is the MentorConnect program all about?

MentorConnect matches job-ready skilled newcomers with experienced local professionals for one-on-one, occupation-specific coaching. Matches are determined based on occupation, industry, professional experience, and other matching criteria. Visit our [website](#) for more details.

2. What is the duration of the program?

The mentorship duration is about 12 hours over a 2-month period. Meetings can take place in person, virtual, or a mix of both.

3. What is the eligibility to become a part of this program?

For Mentors

- *Have a minimum of two years of professional experience in their occupation within Canada.*
- *Reside in British Columbia.*
- *Possess industry knowledge within Canada and able to communicate and coach mentees.*
- *Commit to program deliverables and make time for mentoring activities.*

For Mentees

- *Have arrived in Canada within the past ten years.*
- *Be eligible to work in Canada (PR, Refugee Claimant or Citizenship), or have a valid open work permit (Student Visa and/or other TFW with open work visa).*
- *Possess high-intermediate to advanced English skills and endorsed as job-ready by SDP program partners.*
- *Commit to the two-month partnership, including making time.*
- *Have a job-ready resume, clear goals, and a personal pitch.*
- *Initiate meetings and discussions, be proactive and responsive.*

4. What are the benefits of participating in the mentoring program?

A. For Employers

- *Connect with a skilled immigrant talent pool.*
- *Enhance diversity and inclusion initiatives.*
- *Build a more culturally competent workforce.*
- *Boost employee engagement.*

B. For Mentors

- *Increase cross-cultural coaching and leadership skills.*
- *Gain insights into global business perspectives.*
- *Contribute to building a more diverse and inclusive workplace.*
- *An opportunity to “give back”.*

C. For Mentees

- *Gain local occupation-specific information and advice.*
- *Increase understanding of the local labor market.*
- *Build professional networks.*
- *Receive overall career guidance and support.*

5. I am here on a visitor visa; Can I enroll as a Mentee?

No, Visitor visa holders are not eligible for the Program.

6. I am a recent newcomer to Canada, and I have 15 years of experience in my field in my home country; Can I enroll as a Mentor?

To be a Mentor one should have at least 2 years of professional experience in Canada.

7. Is there a cost associated with participating in the mentoring program?

IEC-BC is a not-for-profit organization. Mentors volunteer their time, and it is free of cost for the mentees.

8. Is there a set structure for the mentorship?

Indeed, there is a predefined structure. The mentoring program spans about 2 months, with both the Mentor and the Mentee committing to about 12 hours. A mid-point survey is conducted after one month to collect feedback, and a post-program survey is administered upon the successful completion of the mentorship. Upon survey completion, electronic certificates of appreciation and completion are generated for both the Mentor and the Mentee, respectively.

9. Can Mentors and Mentees communicate outside of formal sessions?

Absolutely, Mentors and Mentees are encouraged to communicate informally outside of scheduled sessions. This informal interaction helps build stronger relationships and provides additional support. It may involve email exchanges, phone calls, text messages, or even in-person meetings for coffee or casual interactions. Such relationships often extend beyond the program's duration, leading to long-lasting friendships and professional connections. However, this is not an expectation or in any way required by the program.

10. What support is available if I encounter challenges in my mentoring relationship?

If you encounter challenges in your mentoring relationship, there are multiple avenues of support:

Open Communication: Effective communication is key. If you're experiencing challenges, it's important to have open and honest conversations with your Mentor or Mentee. Express your concerns, share your thoughts, and work together to find solutions.

Collaborative Problem-Solving Together: Work with your Mentor or Mentee to collaboratively address challenges. Provide constructive feedback, set new expectations, or adjust the mentorship approach to better suit both parties' needs.

Regular Check-Ins: The program includes structured evaluations where challenges can be discussed, and guidance sought.

Contact the Program Coordinator or Manager: They can assist in mediating conflicts and providing guidance to improve the relationship. You can simply reach out to us on mentorconnect@iecbc.ca.

Contact your coach at the SDP organization (for Mentees): Mentees can also reach out to their coach at the Service Delivery Partner organization for support.

11. Who can I contact for assistance or questions during the program?

During the program, you can typically contact the following individuals or sources for assistance or questions:

Mentor/Mentee: Reach out to your Mentor or Mentee for help, advice, or clarification on program-related matters.

Program Website/Portal: Our MentorConnect program [website](#), where you can find information, resources, and contact details for assistance.

Program Coordinator/Manager: The designated coordinator or manager of the mentoring program can provide guidance, address concerns, and offer support as needed. You can simply reach out to us on mentorconnect@iecbc.ca.

Contact your coach at the SDP organization (for Mentees): Mentees can also reach out to their coach at the Service Delivery Partner organization for questions about the program.

12. How often should mentors and mentees meet?

The frequency of Mentor-Mentee meetings can vary depending on the goals of the mentoring relationship, the availability of both parties, and the structure of the mentoring program. There isn't a one-size-fits-all answer, but here are some considerations:

Goals and Needs: The frequency should align with the Mentee's goals and needs. More frequent meetings might be necessary during the initial stages or when tackling critical challenges.

Availability: Both Mentors and Mentees have busy schedules. Mentor/Mentee must find a balance that accommodates both parties' availability without causing undue stress.

Consistency: Regular meetings, whether weekly, biweekly can help maintain momentum and ensure progress.

13. Can I switch mentors/mentees if needed?

Changing mentors or mentees during the mentorship period is not accepted. However, you can reach out to us with any questions or concerns.

14. What happens if my mentor/mentee becomes unavailable or disengages from the program?

Please reach out to the program team informing about this situation and we will make efforts to either assign a new mentor/mentee or provide appropriate support to ensure continuity and a fulfilling mentoring experience. Your progress and goals remain important to us, and we will work to address any disruptions that may arise.

15. Can I request a reference or recommendation after completing the mentoring program?

Absolutely, upon successfully completing the mentoring program, you are welcome to request a reference or recommendation from your mentor, if they can provide one. They can give insights into your growth, development, and the skills you've acquired during the program.

16. How do I provide feedback about my mentoring experience?

Providing feedback about your mentoring experience is highly encouraged and valued. You can share your thoughts and valuable insights by filling in the 2 surveys:

1. **Mid-Point Survey:** Mid-point survey is generated after completion of about 1 month of the mentoring partnership. This provides an opportunity to share your thoughts, suggestions, and any concerns you might have.
2. **Post-Program Survey:** Post Program Survey is generated after successful completion of the mentoring partnership which is after 2 months from being matched.

These surveys are designed to collect specific insights about your mentorship journey, the quality of the interactions, and areas for improvement.

17. How can I get more information or assistance if my question isn't listed here?

If you have a question that isn't covered in the provided information, or if you require additional assistance, please don't hesitate to reach out for further clarification. Here's how you can obtain more information or assistance:

Email: mentorconnect@iecbc.ca

Website: <https://iecbc.ca/our-work/programs/mentorconnect/>

Mentor

1. Who is a Mentor?

Mentors are established local professionals who develop supportive professional relationships with their mentees.

2. How can I become a Mentor?

To get started, kindly register [here](#) by completing a brief mentor registration form. For more information visit our [website](#).

3. I have registered, what are the next steps:

Thank for registering as a mentor, you will soon receive a welcome email with some basic information and detailed next steps. For now, we will search our database for a suitable mentee and reach out to you as we have one.

4. Do I need a letter of permission from my employer to become a Mentor?

No, you do not need a permission letter from your employer to become a Mentor.

5. Can I become a Mentor if I was a Mentee in the MentorConnect program earlier?

Yes, you can become a Mentor if you clear all the eligibility criteria to become a Mentor. We are glad to see mentees coming back as mentors to guide newcomers.

6. Can I mentor more than once?

Yes, you can definitely mentor more than once! We would be thrilled to have you as a mentor again.

7. Can I mentor outside my Industry/Sector?

Yes, you can mentor outside of your industry if you have expertise or experience in that industry/sector.

8. What is the time commitment expected from Mentors?

About 12 hours in 2 months is the time commitment expected from the Mentors.

9. Can the Mentorship continue even after 2 months?

Officially the mentorship is for 2 months, but if the Mentor and Mentee want to continue their partnership, they can do it beyond the program's duration. However, this is not an expectation or in any way required by the program.

10. How often should I meet my mentee?

The frequency of Mentor-Mentee meetings can vary depending on the goals of the mentoring relationship, the availability of both parties, and the structure of the mentoring program. The meetings can be weekly/bi-weekly depending on the duration of the meeting.

11. Can I choose my Mentee?

Certainly, you have the freedom to select your Mentee. The program coordinator will propose a suitable Mentee's profile for your approval before proceeding with introductions. If you believe the match isn't suitable, kindly notify the coordinator. A more suitable Mentee will be chosen, and their profile will also be provided to you for review.

12. Can a Mentor reject to mentor a particular Mentee?

Indeed, a mentor has the discretion to decline or reject mentoring a proposed mentee based on industry alignment, professional experience, and background. Please specify the reason behind the rejection so we can look for a more suitable Mentee to be sent to you for review and confirmation.

13. Is there training provided for mentors?

Given the Mentor's background as a seasoned professional, no formal training is offered. Instead, all pertinent documentation regarding the mentoring program is emailed to the Mentors. We offer a range of supporting resources and materials to help guide and enhance the partnership.

14. Can I Mentor more than one Mentee at a time?

Absolutely, you are welcome to mentor more than one mentee simultaneously. Just let the program coordinator know you are interested in doing so.

15. What if a Mentor needs to end the mentoring relationship prematurely?

In exceptional situations, the mentor has the option to terminate the mentoring relationship prematurely. Please reach out to us and we will guide you accordingly.

16. Can I provide feedback about my mentoring experience?

Certainly, you have the opportunity to offer feedback regarding the mentoring relationship. Two surveys are to be completed—one midway through the program and the other upon its conclusion. Separately you are welcome to email us anytime with your feedback.

17. What happens if my circumstances change, or I need to take a break from mentoring?

In cases of unforeseen circumstances, you have the option to temporarily suspend your mentoring commitment and pick it up again later. If, during this period, the Mentee is unable to wait, they will be matched with a different Mentor. Once you decide to resume, a new Mentee will be assigned to you. Please inform us about the same so we take a note of it.

18. What to do in the case of unethical behavior of the Mentee?

In the event of unethical behavior by the Mentee, it is important to address the situation promptly and appropriately. You should document the specific instances of unethical conduct and communicate your concerns to the program coordinator or designated

authority. They will guide you through the appropriate steps, which may include discussing the issue with the Mentee, providing guidance for corrective actions, or, if necessary, involving higher authorities to address and resolve the matter. The key is to ensure a safe and respectful mentoring environment while upholding ethical standards.

19. Who can I contact if I have further questions or need assistance as a mentor?

If you have any further inquiries or require assistance as a Mentor in the future, feel free to reach out to the program coordinator at mentorconnect@iecbc.ca.

Mentee

1. Who is a Mentee?

An individual who has arrived in Canada within the past 10 years and is presently located in BC or planning to move to BC, potentially encompassing diverse categories such as refugees, permanent residents, holders of Confirmation of Permanent Residence (COPR), Canadian citizens, open work permit (OWP) holders, and international students.

2. How can I become a Mentee?

Anyone who meets the eligibility criteria of a mentee can become one. Mentees can register using this [link](#). For more information visit our [website](#).

3. I reside outside BC; Can I enroll for the MentorConnect Program?

If you desire to land and settle in BC, then yes you can enroll in the program.

4. Can I change the industry after enrolling in the program?

Yes, you can contact the program coordinator and update your profile.

5. Can I enroll as a Mentee if I don't receive any settlement support from a settlement services organization or Service Delivery Provider (SDP)?

Yes, you can enroll as a Mentee independently.

6. When will I be matched with a Mentor?

Please note that mentors register on a rolling basis, so the matching process may take some time. We prioritize making thoughtful and intentional pairings that align with your goals, aspirations, and the expertise of our mentors. As a result, we don't have a specific timeline for when a match will occur, but rest assured, we are committed to finding the best possible mentor for you.

7. How are Mentors and Mentees matched?

Matching of Mentors and Mentees is based on the industry, profession, and experience of both the Mentee and the Mentor.

8. What is the time commitment expected from Mentees?

About 12 hours over 2 months is the time commitment expected from the Mentees.

9. What types of support and guidance can Mentors provide?

Mentors offer guidance and assistance for comprehensive professional growth, whether it involves enhancing professional communication, refining resumes or profiles, or fostering workplace ethics, and networking.

10. Can I become a Mentee if I was a Mentor in the MentorConnect program earlier?

Certainly, you are eligible to become a Mentee if you meet all the required criteria, regardless of your prior participation as a Mentor in the program.

11. Can I stay in touch with my Mentor after our 2-month mentorship?

Certainly, you are allowed to maintain ongoing communication with your Mentor after completion of the mentorship if you and your Mentor intend to.

12. Can I choose my Mentor?

No, an appropriate Mentor will be selected for you by the program coordinator.

13. Can a Mentee have more than 1 Mentor at a time?

No, this program involves one-on-one mentoring, where each Mentee is assigned to a single Mentor.

14. Can a Mentee reject to be mentored by a Particular Mentor?

No, the Mentee cannot choose or decline a Mentor. The program coordinator will be responsible for selecting the Mentor for the Mentee. Rest assure that we try our best to match mentees with mentors in similar occupation and based on the mentees needs as identified in the registration.

15. Can a Mentee discontinue the mentorship prematurely?

In unavoidable circumstances, this is possible. Please reach out to us with more information.

16. What to do in the case of unethical behavior of the Mentor?

In the event of unethical behavior by the Mentor, it is important to address the situation promptly and appropriately. You should document the specific instances of unethical conduct and communicate your concerns to the program coordinator or employment coach. They will guide you through the appropriate steps, which may include discussing the issue with the Mentor, providing guidance for corrective actions, or, if necessary, involving higher authorities to address and resolve the matter. The key is to ensure a safe and respectful mentoring environment while upholding ethical standards.

17. Can I participate in the program again after completion?

If you have completed the mentorship then No. However, if you want to, please reach out to us explaining the reason for seeking mentorship again and we can guide you from there.

SDP Coaches (Service Delivery Partners)

1. What is the role of a Service Delivery Partner (SDP) in MentorConnect program?

As the primary source of mentees, the SDP will:

- *Assign a staff member(s) to be the mentoring coach for their clients who have been referred or matched with mentors.*
- *Refer mentees to the program and facilitate their registration via the mentee registration form.*
- *Assist mentees with their initial onboarding and setting expectations from the program.*
- *Attend the first meeting of the mentor and mentee to help facilitate meetings and set expectations, as required.*

2. What benefits does a Service Delivery Partner (SDP) gain from participating in MentorConnect program?

SDP will get their clients matched to a Mentor by participating in the MentorConnect Program.

3. What is the process of notifying Service Delivery Partners (SDP) when their referred mentee is successfully paired with a mentor?

The SDPs are copied in all communications send to the clients/mentees referred by them.

4. How are Service Delivery Partners (SDP) recognized or acknowledged within the program?

SDPs are invited and facilitated at the recognition events held for various Employer partners.

5. Can Service Delivery Partners attend program events or networking opportunities?

Yes, the SDPs are invited for the recognition and networking events as planned.

6. Is there a specific agreement or contract between the MentorConnect program and Service Delivery Partners?

As of now, we don't have a formal agreement in place as we don't have any minimum referral targets or similar commitment.

7. Who should Service Delivery Partners contact if they have further questions or need assistance?

Please contact the program coordinator for any future questions or assistance.

Email: mentorconnect@iecbc.ca

Website: <https://iecbc.ca/our-work/programs/mentorconnect/>