



Brisbane Seniors OnLine Association Inc: Register of Key Documents

Briefing for Mentors

- 1 Establish a close working relationship with the Hub Co-ordinator, to:
 - Indicate the availability to begin mentoring with a new learner;
 - Advise, on a regular basis, via email to HC the progress of a learner;
 - Advise of any difficulties arising from the learner match;
 - Advise any changes to learner details eg email address;
 - Advise completion of the learner training.

- 2 On the first visit to a new learner:
 - Produce BSOL identification to confirm your identity;
 - Identify the learner's needs and their motivation to join BSOL;
 - Advise the learner if their needs are outside the BSOL curriculum;
 - Check that they have suitable security software, and that all requisite operating system updates have been installed; If possible, assist the learner to make their computer secure;
 - Agree on what will be taught to the learner during their training;
 - Make an appointment for the next visit (at a time convenient to both parties and which might become a regular time).

- 3 On subsequent visits to learner:
 - Revise content from the previous visit and answer questions arising from;
 - Do not introduce too many new topics in any one session;
 - Limit visits to approximately 2 hours and take a break during that time;
 - Leave notes for suggested reading/study or set homework from the Mentor CD or the BSOL website – www.bsol.asn.au
 - Show learner how to “log on” to the BSOL website and access material;
 - Make an appointment for the next visit’.

- 4 General:
 - Make every effort to attend a mentor induction session;
 - Make every effort to attend hub meetings (usually two a year);
 - If there is concern about a learner’s progress, make the HC aware;
 - If you are unsure how to deal with a computer problem, advise the learner that you will seek advice and ask your Hub Co-ordinator to assist;
 - Always keep the training sessions ‘light’;
 - Know when the learner has achieved their goals and to end the home tutoring;
 - Make yourself aware of other BSOL groups that you might like to participate in;



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Briefing for Mentors (ctd)

- Enjoy what you are doing;

Other important documents: Mentors should read these briefing notes in the context of

- The operating guidelines for mentors, on the website and on the Mentor CD
- Entitlements of all BSOL members, on the website
- The BSOL policy on reimbursement of mileage costs, on the website
- The acceptance letter to learners, on the website
- The letter sent to renewing learners, on the website.

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