



Guidelines for BSOL Hub Coordinators

- Contact new and reinstated learners as soon as possible after they are listed on the BSOLMIS Learner's list, verify their learning needs and if necessary update their member details and their Questions & Answers check list in the BSOLMIS then link them with a suitable mentor.
- Maintain contact with unmatched learners by phone or email and let them know how finding a mentor for them is going. If they cannot be matched with a mentor through no fault of their own then request the BSOL President to refund their membership fee.
- Notify mentors when a learner renews their membership so they are aware that they need to maintain their mentor support and contact the learner to determine if the learner needs additional support with a new app, program, operating system or device.
- Monitor the activity of mentors and identify those who have become inactive and should either be detached from BSOL membership or deleted from the active mentor list in the BSOLMIS after discussing the situation with them.
- Forward returned learner surveys to the relevant mentor. If necessary discuss any issues raised in the survey with the mentor.
- Take note of any problems arising between mentors and learners and try to resolve them. This may simply involve speaking with the members concerned or the learner may need to be assigned to a replacement mentor.
- Hold a meeting or consult mentors by email prior to BSOL's biannual combined Hub Coordinator /Management Committee meetings to identify any issues or concerns that they would like to raise and may need to be placed on the agenda.
- Update member details in the BSOLMISWEBFE when you become aware of changes. Note in the BSOLMISWEBFE when a learner has completed full lessons and moved onto maintenance support. Change the learner status in the MIS Member Details to "Maintenance"
- Communicate quarterly by email with learners and advise them that their mentor is their primary point of contact. Also advise mentors to provide their learners with up-to-date contact details. If the mentor cannot be contacted or fails to provide the necessary support only then should the learner contact their Hub Coordinator.
- Inform mentors when learners who have been matched to them are no longer financial BSOL members and the mentor is therefore no longer covered by BSOL's Volunteer's Personal Accident Insurance.

- Try to identify someone, preferably a mentor from within the hub, who can act as Hub Coordinator when you are unavailable. If no-one is available contact the Hub Liaison Officer to see if a locum can be arranged.
- Contact mentors who fail to update their mentor skills record and determine if they should be detached.
- Identify opportunities within the hub for the promotion of BSOL and recruitment of new members. Note that publicity material or advertisements must be approved by the BSOL Publicity Officer. A BSOL release form must be signed by all identifiable persons in any photographs included in any advertising material.