

Peer Mentor Code of Conduct

As a peer mentor, you are expected to demonstrate good conduct and integrity. We have put safeguards in place to ensure mentees and mentors are always kept safe. These are detailed in the training, resources and support provided, and summarised in this Code of Conduct, which mentors are expected to follow. Please email peersupport@bath.ac.uk if you have any questions or need further clarification.

Expectations and Behaviours

- Mentors are responsible for their behaviour when communicating with their mentees in person or online, e.g. using appropriate language, not sharing materials that could be considered threatening, bullying, offensive or illegal and dressing appropriately (no rude slogans, cultural appropriation, etc.).
- Mentors are expected to follow the necessary policies and procedures when completing their roles. These policies can be found on the [SU website](#).
- Mentors do not need to respond to communications from mentees immediately but should do so in an appropriate and timely manner.
- Mentors are expected to make alternate arrangements with their mentees if they are unable to complete mentoring activities due to illness or other commitments.
- If mentors are unable to continue in their role, they are expected to contact their Lead Peer Mentors, Peer Mentoring Coordinator or the Peer Support Team as soon as feasibly possible, so that mentees can be assigned to a new mentor.

Safeguarding and Confidentiality

- A mentor 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.
 - A mentor may wish to share personal experiences with their mentees and mentors should remind mentees that these should be treated as confidential too.
- If meeting online, mentors 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.
- If meeting 1-2-1, mentors should find a quiet but not completely private location. If meeting on campus, for instance, this could be a quiet café or a walk around the lake. If meeting online, this could be a quiet space in the house or classroom.
- Mentors should treat any personal data that a mentee shares with them as confidential too. This could include a phone number or personal email given to help mentors and mentees communicate.
- Mentors should not collect personal data that is not necessary for them to complete their role. Once the role has ended, personal data should be deleted.

- A mentee may disclose that they are struggling with their mental health, or instances of harassment, physical or sexual assault, discrimination, bullying or abuse to their mentor. Mentors should actively listen to their mentees if they feel comfortable doing so, and signpost [appropriate support services available](#).
- If a mentor has reason to believe a mentee is in danger or a danger to someone else, they should raise their concerns with an appropriate staff member in the Peer Support team, their department, the Advice and Support Team or the Wellbeing Team.
- If a mentee asks their mentor not to tell anyone about their conversations, they should explain that they may need to tell someone else if they are concerned for their safety or someone else's.
- If you are concerned for the immediate wellbeing and safety of an individual, University Security are available 24 hours a day on 01225 383999, or in the library.
- If a mentor needs support because of something that happened with their mentee, they can speak to the Peer Support Team, Peer Mentoring Coordinator in their department, Advice and Support or the Wellbeing Service.
- If a mentee becomes too reliant on their mentor for support, e.g. contacting their mentor every day, mentors should continue to signpost appropriate support services and refer their concerns to an appropriate member of staff.
- If a mentor is unsure if something needs to be referred, or have non-urgent concerns about their mentee's wellbeing, they should speak to a suitable member of staff about the situation anonymously. However, staff may ask for more information, including the name of the student(s) involved, if necessary.
- When signposting support, mentors should check in with their mentee a week or so later to see how they are and to demonstrate they are still available for support.
- If a mentor is supporting someone who is under 18, they should read the information available in the SU's [Safeguarding Policy](#). They do not need a DBS check for this role.
- If a mentor feels unable to continue supporting one of their mentees, such as if a mentor and mentee want to go on a date, they can contact the Peer Support Team to reallocate the mentor.
- If a mentee commits inappropriate behaviour or misconduct, a mentor can report this to the Peer Support Team or submit a complaint to su-cda@bath.ac.uk. Mentors can access support from Advice and Support or Wellbeing before submitting a complaint.

Signature

Please [complete the survey](#) to demonstrate you understand the Code of Conduct. Copies will be available online and we recommend you refer to this document as necessary.

Last updated: 12 January 2024.