**Mentoring FAQs**

**I don’t want anyone to know that I’m having mentoring – who will you tell?**

We take confidentiality extremely seriously. We will ask you to confirm the best way to contact you, and we won’t even greet you in the street if this is likely to put you in an awkward position.

All sessions will be conducted in strictest confidence.

**Can I talk to other people about what goes on during mentoring?**   
What you tell other people is entirely your decision.

**Are mentors qualified?**

All Lochaber Hope mentors receive training at SCQF Level 5 in boundaries, confidentiality, competence, therapeutic environment and counselling skills.

**How much does mentoring cost?**

Nothing - mentoring is free.

**How long does a session last?**

Sessions last 50 minutes. However, if you arrive late, bear in mind that the session will still end at the scheduled time as the mentor may have other clients and will need to keep to their schedule. We ask you to arrive 15 minutes early for your first appointment to go over the paperwork with the Project Coordinator.   
 **Will the mentor give me advice or make a diagnosis?**

No. In general, mentoring involves you doing the talking and finding your own insights and solutions. Your mentor may reflect back things that you say or tell you what they are sensing or hearing. Mentoring is more directive approach, and therefore mentors may make suggestions but will never judge. In exceptional circumstances, they may refer you onto someone else who can offer specialist advice.

**I work full time/shifts/care for a family member – what time are sessions available?**

We generally offer appointments during office hours, but it may be possible to arrange them in the evening and at weekends. A time will be mutually agreed between you and your mentor. If your mentor is not going to be available (if they are going on holiday, for example) they will discuss this with you in advance. Similarly, if you know you have commitments such as work or holidays coming up, please discuss with your mentor.

**Can I bring my partner/parent/child/other to a session?**

No. We strongly recommend against anyone else joining you in your session. Mentoring offers you the space to explore your feelings freely and this may be inhibited if someone else comes along. While we understand that organising childcare can be tricky, we would advise that you don’t bring babies or children along to the sessions as it is intended to be the opportunity for you to focus on yourself, without distractions.

**What if I don’t get on with my mentor?**

A good working relationship between you and your mentor is crucial. We all have different styles and personalities, so it is important to be mentored by someone you trust and gel with. If things don’t work out between you and your mentor, get in touch with Lochaber Hope and we will match you with someone else. It’s not a problem and our mentors will not take it personally.

**My friend is seeing one of your mentors and has recommended them – can I see them too?**   
It is important that your mentor doesn’t know anything about you other than what you choose to share with them during mentoring. In fact, if they realise they know someone you mention during your sessions, it would be ethical for them stop being your mentor.

**What happens if I miss a session?**

If you know that you will be unable to attend a session, let us know as soon as possible. Should you miss two sessions in a row without informing us, your slot may be allocated to someone else.

**I want to make a complaint**

In the first instance, we would ask you to contact Lochaber Hope, either the Counselling/Mentoring Coordinator or Manager. A copy of our complaints procedure is available on our website or upon request. Lochaber Hope is an accredited member of COSCA, the regulatory body for counselling in Scotland, and SMN, the Scottish Mentoring Network, and we adhere to their code of practice and ethics.

**I’ve finished my mentoring and it was a great help – what can I do for Lochaber Hope?**

If you have come to the end of your mentoring and it was successful, we are delighted that it has helped and expect nothing in return. We would be happy to let you know how you can support Lochaber Hope through volunteering or fundraising, and it would be great if you tell people about the work we do, if you feel comfortable with that. We will also send you an evaluation form which you the opportunity to feedback on your experience of mentoring.

If you have any other questions, please do not hesitate to contact us.