

Resident Wellbeing Mentor Programme: Mentee Code of Conduct

This Code of Conduct sets out the expectations for students participating as mentees in the Resident Wellbeing Mentor Programme. It is intended to support a safe, respectful and positive mentoring experience for both mentees and Resident Assistant mentors.

1. Purpose of the Programme

The programme provides short-term, structured, non-clinical peer support for students living in halls who may be experiencing loneliness, low confidence, low mood, anxiety, difficulty settling into University life or uncertainty about engaging with campus opportunities. The programme is designed to help mentees build independence, confidence, resilience and a stronger sense of belonging.

2. Mentee Expectations

- Engage respectfully with the assigned Resident Assistant mentor and any other students or staff involved in the programme.
- Attend agreed mentoring sessions on time and notify the mentor or Residence Life team as soon as possible if unable to attend.
- Participate positively in discussions, activities and agreed next steps, while recognising that progress may be gradual.
- Use the programme as an opportunity to build confidence, explore social opportunities and access appropriate University support.
- Treat the mentor relationship as supportive and time-limited, normally lasting up to four weeks.

3. Respectful Behaviour

- Mentees must behave in a respectful, inclusive and non-discriminatory way at all times.
- Bullying, harassment, intimidation, abusive language, threatening behaviour or inappropriate conduct will not be tolerated.
- Mentees should respect personal boundaries and communicate appropriately with their mentor.
- Mentoring should not be used to place unreasonable demands on Resident Assistant mentors or to seek support outside the agreed scope of the programme.

4. Boundaries and Scope of Support

Resident Assistant mentors provide practical, social and wellbeing-focused peer support. They are not counsellors, therapists, clinical practitioners or crisis workers. Mentees should not expect mentors to provide clinical advice, ongoing mental health support, emergency assistance or support beyond the agreed mentoring arrangement.

5. Confidentiality and Safeguarding

Mentoring conversations will be treated sensitively and information will only be shared on a need-to-know basis. However, confidentiality cannot be guaranteed where there are safeguarding, welfare, risk or serious concern issues. If a mentor becomes aware of concerns about a mentee's safety, wellbeing or the safety of others, they must share this information through agreed Residence Life and Student Wellbeing reporting routes.

6. Attendance and Communication

- Mentees are expected to respond to reasonable communication about mentoring arrangements.
- If a mentee cannot attend a session, they should give as much notice as possible.
- Repeated non-attendance, lack of engagement or inappropriate use of the programme may result in the mentoring arrangement being reviewed or ended.
- If a mentee feels the match is not working, they should contact the Residence Life team so that concerns can be reviewed appropriately.

7. Appropriate Meeting Arrangements

Mentoring sessions should take place in appropriate campus or University-related settings, such as agreed public spaces, Residence Life activities, the RA Café, campus walks or society events. Mentees should not place mentors in situations that compromise safety, privacy, professional boundaries or the purpose of the programme.

8. Use of University Support Services

Mentees may be signposted to Student Wellbeing, Residence Life, their GP, NHS services, HertSquad, Students' Union activities, academic support or other appropriate services. Mentees are encouraged to follow up with suggested support routes where these are relevant to their needs.

9. Ending or Reviewing Participation

Participation may be reviewed or ended if the programme is no longer appropriate, if a mentee requires more specialist support, if there is repeated non-engagement, or if behaviour falls below the expectations set out in this Code of Conduct. Where appropriate, the Residence Life team will discuss alternative support options with the student.

10. Mentee Agreement

By participating in the Resident Wellbeing Mentor Programme, mentees agree to follow this Code of Conduct, engage respectfully and understand the boundaries of the mentoring relationship. Mentees are encouraged to raise any concerns with the Residence Life team at the earliest opportunity.