



# MYROAD 2017/18

## MENTOR INFORMATION PACK

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# WELCOME TO MYROAD

Beacon Foundation would like to thank you for supporting MyRoad 2017/18 as a volunteer industry mentor. This pack is designed to provide you with all the information you'll need to host a MyRoad session. We understand there are a number of elements to this program and a reasonable amount of preparation is involved.

All the MyRoad mentor resources and support materials referred to in this pack are housed on one online webpage for easy access. Everything you need to run your session on the day is available on that same page which will also be where you launch your session day. The MyRoad team will give you access to that page as well as any passwords ahead of your session.

Be sure to check our website for the latest electronic version of this pack as there may be changes along the way ([www.ebeacon.net.au/myroad](http://www.ebeacon.net.au/myroad)).

Please be assured that the MyRoad team are only ever an email or phone call away and is on-hand to field any questions you have at any stage. The MyRoad team can be contacted at [myroad@beaconfoundation.net](mailto:myroad@beaconfoundation.net) or on 1300 935 627. We can't wait to see you in a session soon!

For information about other Beacon collaboration opportunities, go to: [www.ebeacon.net.au](http://www.ebeacon.net.au).

## **About MyRoad**

MyRoad, powered by eBeacon, provides the opportunity for female secondary school students to participate in a structured online learning program, guided by trained industry mentors to develop the skills required to support successful post-school transitions.

Through a two-hour interactive video conferencing session, mentors engage with female secondary school students aged 16 to 19 (or turning 16 that year) in small groups of 4 to 5, using questioning and enquiring techniques to maximise student engagement around key themes. In some instances, groups may be as small as 3 students or may occasionally be larger than 5. If this is the case, mentors are reminded to vary their pace and adjust the speed and depth of their conversation to fit within the allocated timeframe for each module.

With a focus on building knowledge and understanding of the 21st Century skills needed in a rapidly changing world of work, MyRoad is also aligned to 'General Capabilities' and 'Work Studies' in the Australian Curriculum.

MyRoad is funded through the [Coca-Cola 5by20 Initiative](#) and is delivered by industry mentors recruited from some of the world's leading organisations.

Student / mentor interactions occur via 6 online modules, including a 30-minute "Motivation" module at the start, four 15-minute interactive modules in the middle and a final 30-minute "Celebration and reflection" module at the end.

## **What MyRoad provides to students**

The MyRoad program:

- **Provides a great sounding board** – As a non-authority adult figure in their lives, you'll have different experiences as an industry mentor and will therefore apply a different lens and perspective to students' lives.
- **Is one part of the puzzle** – As a MyRoad mentor you are not required, expected or able to be the whole solution. Remember that you are just one link in a chain of supports and the value of the interaction is in the perspective, guidance and experience you offer.
- **Acts as a confidence boost** – As young women go through school, we often hear about "moments" that motivate them. As an innovative and unique program, MyRoad can be part of giving a young person the confidence to tackle the next opportunity or challenge they face.

## **What MyRoad does not provide**

- **A one-size-fits-all strategy** – At Beacon, we celebrate diversity and as such we recognise that not everyone learns in the same way. Be mindful that this may simply be the case with young women in your group.
- **A quick fix** – Whilst MyRoad sessions have the potential to directly support some decisions in a young person's life, they are not designed to provide all the answers. The content of the MyRoad program has been designed to give lasting knowledge to each student which they can draw on going forward.
- **An alternative to therapy or counselling** – We do not expect anyone to take the place of a psychologist or counsellor (more information about mentor duties and obligations are provided in the MyRoad Mentor Code of Conduct).

# SESSION CONTENT

As a MyRoad mentor, you'll be provided with scripted discussion questions and instructions on how and when to play support videos. During your mentoring session, you'll use questions and videos to engage students around key themes. If you have technical difficulties when playing videos, or if you find that students are actively participating in the discussion with ideas being thoroughly explored, you may instead use the questions as listed on the Session Day Run Sheet as discussion points without playing the videos. All the necessary training and resources will be provided to you well ahead of your MyRoad session in any case.

Module	Activities
<p><b>Module 1 – Imagine your future</b></p> <p><i>Motivation</i></p> <p><i>(30 minutes: teacher and students)</i></p>	<p>Worksheet with guided questions that students work through in a group setting before the mentor joins the videoconference.</p> <p>Students watch introductory video.</p> <p>Teacher set-up of student laptops / devices.</p>
<p><b>Module 2 – Picture your future</b></p> <p><i>Curiosity</i></p> <p><i>(15 minutes: mentor and students)</i></p>	<p>Mentor guides students through a series of questions to generate student discussion.</p> <p>Questions are supported by video content played by the mentor.</p>
<p><b>Module 3 – Plug into your future</b></p> <p><i>Digital communication</i></p> <p><i>(15 minutes: mentor and students)</i></p>	<p>Mentor guides students through a series of questions to generate student discussion.</p> <p>Questions are supported by video content played by the mentor.</p>
<p><b>Module 4 – Connect your future</b></p> <p><i>Effective relationships</i></p> <p><i>(15 minutes: mentor and students)</i></p>	<p>Mentor guides students through a series of questions to generate discussion.</p> <p>Questions are supported by video content played by the mentor.</p>
<p><b>Module 5 – Live your future Resilience</b></p> <p><i>(15 minutes: mentor and students)</i></p>	<p>Mentor guides students through a series of questions to generate discussion.</p> <p>Questions are supported by video content played by the mentor.</p>
<p><b>Module 6 – Celebrate your future</b></p> <p><i>Celebration and reflection</i></p> <p><i>(30 minutes: mentor and students)</i></p>	<p>Mentor reinforces with students the key module learnings through guided questioning.</p> <p>Students complete an individual online evaluation survey.</p>

# BEING A MYROAD MENTOR

Mentoring provides a structured and trusting relationship that can have a transformative effect on a young person's life. The caring mentor is a gateway to resources that the young person needs to fulfil their potential (Alma J Powell, adapted from *The Mentoring Effect: Young People's Perspectives on the Outcomes and Availability of Mentoring*, 2014).

The mentor is not a replacement for a parent, nor are they a counsellor or teacher. They are an advisor and sounding board for the young person.

## Benefits of MyRoad group mentoring

- **Confidence building** – Speaking in front of a small group can be a meaningful way for students who have less confidence in big groups, ie whole of class discussions, to practice speaking in front of their peers – thus building their confidence and ability.
- **Sense of safety for young people** – Speaking with an adult they don't know can be a little intimidating for some young people. Placing those young people in a group with their peers increases their sense of safety and confidence to participate.
- **Peer to peer learning** – Via the MyRoad program, young people have the opportunity to engage with each other as well as the mentor to share ideas and key learnings in a group work setting.

## Steps to becoming a MyRoad mentor

Several steps are required from MyRoad mentors including registration, training, delivery and feedback as follows:

1. **Register on eBeacon** – Part of the MyRoad mentor process is registering on Beacon Foundation's innovative online platform, eBeacon. This will give you access to tools that can be used to connect with educators and other industry volunteers and will highlight other volunteering opportunities within Beacon Foundation. It is also where your MyRoad training and support materials are housed. Registering on eBeacon requires you to complete a Working with Children Check in your state or territory, in most states at little or no cost. To register on eBeacon, if you have not already done so, click "Sign in / Register" [here](#) (and be sure to tick "MyRoad 2017/18" as one of the programs you are interested in).
2. **Complete the online Beacon overview** – Part of the MyRoad process is to complete an online Beacon overview training module in your own time from the

convenience of your computer. You will be prompted to complete the online module as part of the registration process.

3. **Complete MyRoad mentor training** – MyRoad mentor training is self-led and totally online. You will be prompted to complete the various modules required for MyRoad once you are registered on eBeacon. All four required training modules will take approximately one hour all together. MyRoad training also involves agreeing to a Code of Conduct. As a MyRoad mentor, you'll also have access to extra optional training modules that may assist you in delivering your MyRoad session and in your professional development.
4. **Mentor three sessions with schools** – MyRoad sessions will run throughout 2018. School bookings will determine session times in the first instance but you can choose a session that suits you from those available. The MyRoad team will invite you to RSVP for MyRoad sessions with a school once your online profile is complete. We ask our mentors to commit to mentoring in at least three sessions.
5. **Complete the mentor evaluation survey** – This survey will be available to you after each MyRoad session. Please use this opportunity to provide feedback on your experience as a MyRoad mentor. This is also your chance to say whether you'd like to mentor in another session. And don't forget the MyRoad team is available if you need to debrief.

The total time commitment for leading your first two-hour MyRoad session is around 4 hours including delivery of the two-hour session itself plus online training and a "tech check" with the MyRoad team. Should you choose to lead more than one MyRoad session, the time commitment for each subsequent session is just the two hours.

Please note, however, that it can take several weeks for your registration to be complete if you need, for instance, to apply for and obtain a new Working with Children Check.

## RESOURCES AND SUPPORT

Mentoring is very much a two-way street; mentors learn along with students. The skills and experiences gained from mentoring have application in work and life. However, mentoring can also be a new experience for many and can bring up as many questions as answers. We suggest that mentors take time to reflect on the experience and talk with others about what they've learned.

From time to time, mentors may be personally affected by their experience of mentoring. This is perfectly normal.

If you feel you need someone to speak to or debrief with after your session, please contact the MyRoad team at [myroad@beaconfoundation.net](mailto:myroad@beaconfoundation.net) or on 1300 935 627. Many employers also provide Employee Assistance Programs (EAPs) that include counselling services you may be able to utilise.

Beacon Foundation provides extensive support to its MyRoad mentors in the form of training and resources that you'll be given from when you first register with us:

1. **FAQs** – MyRoad Mentor FAQs are available [here](#) and answer some of the most commonly asked questions by MyRoad mentors.
2. **Technology check** – Leading up to delivery of your session, the MyRoad team will get in touch to organise a “tech check” to ensure you are up and running with technology. If you want to test out and familiarise yourself with Zoom in the meantime, please click [here](#). Beacon holds a licence to Zoom so you don't need your own licence or to buy specific software. You simply use the links the MyRoad team provides. Using Zoom should not be a problem unless your firewall specifically blocks it.
3. **Mentor Session Run Sheet** - A Session Run Sheet will be made available to you ahead of your MyRoad session. It is a visual guide to each of the six modules and steps you through the two-hour session, providing clear instructions about your role as a mentor and what is required in each module, including when to play videos and ask scripted questions. Please familiarise yourself with the Session Run Sheet, have it printed out and make notes of any questions you need to ask the MyRoad team ahead of your session. Have your Run Sheet next to you when logging in for your session as it will be your roadmap for the day.
4. **Tips on engaging with students** – You may encounter students that for a variety of reasons do not appear to be fully engaged. To help you prepare for and deal with that possibility, we provide you with Student Engagement Tips and training to maximise engagement with students.
5. **Tips on playing module videos** – There's a knack to playing Module Support Videos for students whilst sharing your screen in Zoom. We'll give you instructions that you can practice beforehand to make this a seamless part of your experience.
6. **Helpline for questions or issues** – If you have any questions or issues at any time or would like to provide feedback, please contact the MyRoad team [here](#) or at [myroad@beaconfoundation.net](mailto:myroad@beaconfoundation.net) or 1300 935 627. The MyRoad team will be in regular contact with you along the way so there will be plenty of opportunities to ask questions.

# TRAINING

Specific training is important before beginning anything new, especially with something like mentoring. Mentoring is a unique relationship. The more effective you can be as a mentor, the better the quality of the mentoring relationship.

MyRoad mentor training is available to you as a Beacon volunteer. The training is self-led through online training modules. As a MyRoad mentor, you will be required to complete the following online training modules prior to your first mentoring session with a school, all of which should take a maximum of one hour combined:

- **Introduction to MyRoad** (includes full training on how to run the MyRoad session as well as module content)
- **Legal & Ethical Considerations for MyRoad Mentors** (some useful scenarios and a Mentor Code of Conduct to which you will need to agree).
- **Facilitating Workshops with Young People** (covers online presentation skills including how to handle challenging behaviours)
- **Supporting Aboriginal and Torres Strait Islander Young People** (covers working with young people from Indigenous backgrounds).

We also encourage you to complete the following optional training modules which will assist you in delivering the MyRoad program:

- **Building Relationships with Young People.**
- **Understanding and Working with Young People from Refugee and Migrant Backgrounds.**
- **Working with Young People with English as an Additional Language.**

Online training modules allow you to work through the material at your own pace. Module length varies between 10 and 20 minutes so you could work through multiple modules in the space of an hour, or individually over a longer period of time.

Embedded within each module are questions you will need to answer correctly to demonstrate your understanding of the issues. Training modules only need to be completed once. However, to refresh your understanding you are welcome to revisit each module as many times as you like. You will not be required to answer the questions again should you opt to revisit the modules.

Successful completion of each training module will be recorded on your eBeacon industry member profile with a tick and can be used for other volunteering opportunities with Beacon Foundation.

The online training curriculum is a valuable, accessible resource that will benefit both you and the students you are mentoring by facilitating a quality mentoring relationship to enhance positive outcomes for all.

## TECHNOLOGY

There are technical requirements that you as a MyRoad mentor must have in place to successfully lead a MyRoad session.

Please run through the following checklist several weeks prior to your MyRoad session so that any IT issues are identified and addressed. If there are any outstanding technological issues that prevent you from participating in MyRoad (such as firewalls or bandwidth issues), please contact the MyRoad team at [myroad@beaconfoundation.net](mailto:myroad@beaconfoundation.net) or on 1300 935 627 and we will explore solutions with you.

The MyRoad team will be in touch before your session to schedule a “tech check” to identify potential issues early and talk you through the basics of running a session. This will be organised at a time to suit you and should take no more than 20 to 25 minutes.

In the meantime, please contact the MyRoad team if you encounter issues as you go through the following checklist. We are here to help and support you with solutions to technical challenges.

# What you'll need to run your session

A quiet room with no interruptions plus .....



A laptop or desktop computer with webcam, speakers and microphone (headsets are also recommended)



Reliable internet access with adequate bandwidth (Chrome is the preferred internet browser but other browsers will work too)



A wired internet connection is preferred to WIFI where possible as it is more stable



Ability to use Zoom videoconferencing (you don't need your own licence for Zoom)



Ability to play MyRoad Module Support Videos via YouTube

## Quick IT Checklist

To participate in a MyRoad online mentoring session with a school, you'll need access to a desktop or laptop computer (tablets or ipads are not suitable) with the following capabilities:

- Reliable internet access. Wired internet is very strongly preferable over wifi as it is more stable. **Please note:** If you use a personal hotspot from your phone, this may use a lot of data.
- A webcam (as students will need to see you as part of the session and vice versa). Most laptops have an inbuilt webcam.
- Microphone and speakers (so that students can hear you clearly and you can hear them). You can also use your mobile phone headset or other headset to help minimise "external noise" while leading your session.
- Ability to use Zoom video conferencing. You'll need to have Zoom ready to use before you start your mentoring session (you don't need your own software as you just use Beacon's links). Zoom links are provided by the MyRoad team before your session day. We recommend you check you can use Zoom before starting the session to iron out any technical issues that might crop up (this will also be addressed during your scheduled "tech check" with the MyRoad team).
- Ability to play Module Support Videos hosted on YouTube throughout the session.
- Google Chrome as the preferred internet browser. Chrome seems to operate best. However, other browsers such as Internet Explorer should also work.
- A quiet space where you won't be interrupted while you deliver the two-hour session.

When checking the above prior to your MyRoad session - either by yourself, through your IT team or with the MyRoad team as part of your "tech check" - please ensure where possible you are testing the device / computer you will use on the day in the environment you will be in on the day (ie work or home).

## Detailed IT considerations

Below are the detailed IT requirements to mentor in a MyRoad session. When reviewing these requirements, please consider your degree of computer literacy and arrange relevant IT support as required. The MyRoad team will contact you to perform a “tech check” prior to your session to run through any IT issues or concerns.

### Physical environment

Technical requirements	What you'll need	Further explanation / considerations	Checklist task to tick off
<b>Physical space</b>	A quiet space where you won't be distracted, with reliable internet access.	The room must be secure and separate enough that you can hear students and they can hear you with minimal noise or other disruptions at your end.	<input type="checkbox"/> Ensure the space you are using is fit for purpose, paying special attention to considerations about noise and interruptions.

### Equipment

Technical requirements	What you'll need	Further explanation / considerations	Checklist task to tick off
<b>Computer equipment</b>	<ul style="list-style-type: none"><li>• Computer with internet access that has a built-in (or external) camera, microphone and speakers.</li><li>• <b>PLEASE NOTE:</b> iPads / tablets are not suitable for use in MyRoad sessions.</li></ul>	At regular intervals during the session you will play a series of Module Support Videos. This will require YouTube access from your computer as the videos will launch from the YouTube platform.	<input type="checkbox"/> Ensure your computer / device has internet access including access to YouTube and has a camera, microphone and speakers.

## System and software

Technical requirements	What you'll need	Further explanation / considerations	Checklist task to tick off
<b>Internet</b>	<p>Consider the type of internet access at your home or office and how well it usually functions. This will affect how the technical elements of MyRoad run on the day. Do you have:</p> <ul style="list-style-type: none"> <li>• NBN</li> <li>• ADSL</li> <li>• Satellite</li> <li>• Other.</li> </ul> <p>How often do you experience internet issues such as drop-outs, freezes, slowness, etc?</p>	<p>You will need to test your internet capability several weeks before the session.</p> <p>Where possible, communicate with other staff or family members to ensure no other videos or online presentations are being played at the same time as your session. This will minimise the likelihood of bandwidth issues.</p> <p>Where possible, use wired internet connections rather than wifi as the connection will be more stable.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Consider your internet capability carefully and communicate any issues to the MyRoad team during your “tech check”.</li> <li><input type="checkbox"/> Check if other users on your network will be using the internet at the time of your MyRoad session (especially downloading files / watching videos) as this could limit the bandwidth available for your session.</li> <li><input type="checkbox"/> Close all other open programs (ie email) to reduce bandwidth usage on the day.</li> </ul>
<b>Conducting a speed test</b>	<p>You should conduct a speed test several weeks prior to your session to ensure that your internet speed can support Zoom video conferencing.</p> <p>If you find your internet speed is slow (after conducting the speed test to the right), consider asking other users not to use the internet while the MyRoad session takes place.</p> <p>You will need to ensure that your internet service satisfies the minimum requirements to run Zoom.</p>	<p>The bandwidth used by Zoom is adaptive and will vary to provide the best experience on participants’ networks.</p> <p><b>Minimum speed required</b></p> <p><b>One to one video calls</b> (ie one MyRoad student group to one mentor):</p> <ul style="list-style-type: none"> <li>• Inbound and outbound (ie download and upload speeds) from your individual computer: 1.2 Mbps.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Run a speed test to ensure your internet is capable of supporting MyRoad delivery. Speed testing of your internet connection only takes a minute and can be done via: <a href="http://www.speedtest.net">www.speedtest.net</a>. Results: Outbound / upload: _____ Inbound / download: _____</li> </ul>

Technical requirements	What you'll need	Further explanation / considerations	Checklist task to tick off
<b>Operating system and browser</b>	<p><b>Operating system</b></p> <p>Google Chrome is the preferred browser and will give you the best results for using the MyRoad platform and eBeacon. However, other browsers should also work if you don't have easy access to Chrome.</p>	<p>If you need assistance to check your browser go to:  <a href="http://www.whatsmybrowser.com">www.whatsmybrowser.com</a></p> <p>Check with your IT support team for assistance accessing Google Chrome.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check to see if you can use Google Chrome as your browser.</li> <li><input type="checkbox"/> If not, test your system using another browser to ensure it works.</li> <li><input type="checkbox"/> Let the MyRoad team know during your tech check if alternatives need to be discussed.</li> </ul>
<b>YouTube</b>	<p>There is a link below to a video introducing MyRoad which is hosted on YouTube. If you can watch and hear this clip on your computer, you have access to YouTube and you should be able to play the Module Support Videos during your session on the day.</p> <p><a href="https://youtu.be/G09ggaO2PYo">https://youtu.be/G09ggaO2PYo</a></p>	<p>You will need to log in ahead of time to test that access to YouTube is not blocked by your network firewall.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check to see if you can access YouTube via the log-ins you will use on the day of your MyRoad session.</li> <li><input type="checkbox"/> Let the MyRoad team know at the time of your "tech check" if there are problems so that an alternative way to screen the video clips can be discussed.</li> </ul>

# LEGAL AND ETHICAL ASPECTS OF WORKING WITH YOUNG PEOPLE

It is compulsory for all MyRoad mentors to undertake the training module Legal and Ethical Considerations for MyRoad Mentors. The training module sets out the legal responsibilities and ethical considerations you must adhere to as a MyRoad Mentor.

The training module also sets out the reporting requirements and procedures for MyRoad mentors, which are outlined below.

## Reporting requirements and procedures

For any concerns regarding a young person's wellbeing or any other significant issues, or for feedback about your experience of the MyRoad program, please contact:

- Lisa Matthews, Beacon Foundation's MyRoad Program Manager on (03) 6118 2026.
- Alice Richards, Beacon Foundation's Human Resources Manager on (03) 6118 2014.

If the issue is urgent and the people above are unavailable, please contact the MyRoad helpline on 1300 935 627 or the Beacon head office on (03) 6234 4155 and explain that you are a MyRoad mentor and would like to speak with the appropriate person about an issue arising from your participation in a Beacon Foundation program.

Please ensure that any issues relating to the wellbeing of a young person are reported immediately after the session, or as soon as practical afterwards.

## Questions or concerns

You can register any concerns about your experience as a MyRoad mentor with Beacon Foundation's HR team at [humanresources@beaconfoundation.net](mailto:humanresources@beaconfoundation.net).

For further information, general enquiries or questions regarding Beacon reporting requirements or procedures, please visit [www.beaconfoundation.com.au](http://www.beaconfoundation.com.au) or contact the Beacon head office on (03) 6234 4155.