

***“Commercial in Confidence”***

**Mentee Expression of Interest**

**2019**

**www.travelindustrymentor.co.nz**

**Overview of Travel Industry Mentor Experience – TIME**

**The purpose and vision of TIME is:**

***"To provide knowledge, guidance and advice to aspiring individuals within the Travel and Tourism industry allowing them to advance and grow their career."***

Targeting aspiring, mid-level management individuals who have three years or more experience in the travel and tourism industry, the aim of **TIME** is to offer development guidance, business skills and support sessions within a formal mentoring and peer collaboration environment.

Research tells us that the best employees are attracted to and stay within an industry, company or organisation that offers them career development.

By inviting the best and brightest to envision the work or job they would love to be doing and providing guidance, knowledge and expertise from an experienced mentor, TIME is instrumental in helping them achieve that advancement.

**Who will benefit from being Mentored?**

TIME is open to all employees within the travel and tourism industry who have attained a mid-management level (team leader, operations manager, manager) level or and is minimum 3 years’ experience and looking towards their next step.

* Are interested in further developing their management and leadership potential
* Have recently been promoted and need to develop confidence and networking opportunities
* Have moved into a new area of management
* Need more strategic career planning
* Want to gain or increase their knowledge of organisational culture, structure and processes
* Would like to start or have started their own business or company

**Mentee Commitment**

Mentees are expected to have most of the following characteristics

* Respect for learning
* Prepared to accept responsibility for their own growth and development
* Willingness to participate and be challenged
* Prepared to bring issues and challenges for discussion
* Able to approach the relationship with respect and openness
* Availability, commitment and attendance at the mentoring meetings, workshops and networking gatherings

**The Programme**

The **TIME** programme offers a one to one relationship based on encouragement, openness, mutual trust, respect and a willingness to learn and share.

One of the keys to successful mentoring is matching the mentee with a mentor who has the relevant skills and experience to meet the needs and objectives of the mentee.

To assist in this process, we ask that prospective mentees complete an Expression of Interest (EOI) form for review and approval by the **TIME** NZ Committee.

Mentees are then matched with a suitable mentor, based on the **criteria contained in these EOI** Forms, (completed by both mentee and mentor)**, the** mentee’s programme objectives and the mentor’s skill set and experience.

Both mentee and mentor will be contacted to ensure they feel comfortable with their match. The Programme Coordinator (Secretariat) will be available throughout the programme to assist both Mentors and Mentees.

**Programme Length and Inclusions:**

* A 6-month programme
* 12 sessions/meetings of approximately 2 hours’ duration; **(This is a compulsory requirement of the Programme)**
* Time and place of meeting to be mutually agreed by Mentee and Mentor
* Networking evenings with guest speakers

**Induction Workshop and First Meeting (2 hours)**

The first meeting is an important meeting where mentors and mentees get to know the background of each other and discuss how best to work together.

A NICE analysis document, asking the mentee to outline their strengths and weaknesses in various business and management skills, is given to the Mentee to complete and return to the mentor prior to the first meeting. This will provide some or all of the framework to establish programme objectives for the Mentee.

**Final Meeting and Graduation:**

The final meeting, held before the Graduation ceremony, will review the objectives and achievements of the previous sessions.

The Graduation Evening provides congratulation and recognition for both mentees and mentors at the conclusion of their programme through:

* 2-3-minute speech by each Mentee
* Presentation of certificates

**Mentees’ Benefits:**

* Increased skills and knowledge
* Deeper understanding of culture, vision and values
* A powerful learning tool to acquire leadership competencies and professional experience
* Development of professional skills and self-confidence
* Encourages different perspectives and attitudes to one’s work
* A ‘sounding board’ and an opportunity to challenge thinking
* Empowerment

**The Role of the Mentee is to:**

* Take responsibility for identifying and achieving your own development goals;
* Ask questions. You can never ask too many and if your mentor does not know the answers, he or she will know where to find them!
* Be open-minded. Take advantage of the opportunity to be exposed to new things,

even if they are not your "thing". Remember to share your interests with your Mentor; your Mentor wants to learn about you too;

* Develop goals with your mentor that you would like help in achieving during the programme;
* Receive graciously both positive and constructive feedback, and implement as appropriate;
* Seek clarification on any points not understood;
* Use your Mentor as both a resource for knowledge and sounding board for ideas and issues;

**What can a Mentee Expect from a Mentor?**

The role of the Mentor is to provide guidance and to be a sounding board for you. Mentees are required to provide goals and objectives based upon topics they have identified as important to them and their business. The Mentee creates a Mentoring Statement that outlines their goals and includes proposed strategies and timeframes for achieving these objectives.

**The Role of the Mentor:**

* Understand the skills that the Mentee is required to learn during the programme and offer support in learning these skills
* Provide advice and perspective to the Mentee and provide feedback on ideas and plans, often before they are considered for further development
* Share wisdom and advice from the Mentors’ experience, while allowing the Mentee to have their own experience
* Encourage and support mentees to complete the programme and its activities
* Hold the Mentee accountable for achieving the goals that they set for the programme
* Create opportunities that may not otherwise be available to the mentee e.g. increased visibility and access to networks
* Encourage collaboration between Mentees
* Attend required meetings and meet commitments made to mentees
* Offer suggestions to improve mentee’s skills, talents, abilities, initiative, and commitment in preparation for future endeavours
* Offer challenging ideas that will inspire the mentee
* Help build self-confidence through praise, encouragement, and constructive feedback
* Suggest an 'alternate' Mentor(s) for areas where the mentor is unable to add value or expertise

**The Role of the Mentor does not include:**

* Involvement in the running of the mentee’s business or job role
* Providing legal and tax advice
* Therapy or counselling on personal issues

**Frequently Asked Questions:**

**Am I eligible to participate in the TIME Programme?**

The criteria for mentees to participate in the programme are:

* Must be over the age of 18
* Work full time in the Travel, Tourism, Aeronautical or Hospitality Industry
* Reside in New Zealand
* Be able to meet the requirements of the programme including mentoring sessions
* Have been in the industry more than three years

**What about confidentiality?**

Confidentiality is essential to enable the mentee to be open and ensure the kind of genuine relationship necessary for success. Both mentee and mentor sign Confidentiality Agreements prior to programme commencement. Confidentiality ground rules are that nothing can be discussed outside the relationship without the other party’s agreement (aside from legal obligations). A code of practice for Mentoring will also be made available.

**Will I be matched with a mentor in my city?**

Every endeavour will be made to match a Mentee with a Mentor in the same city based on requirements of the Mentee and the specific expertise of the relevant Mentor. This will be discussed with each party prior to finalising the match.

**What happens after the mentoring pairs are matched?**

There will be a formal induction (known as “Intake Dates”). This is preceded by an initial workshop and meeting with your mentor. It is expected that the mentor and mentee meet at least fortnightly for 2 hours to allow time to address issues in real depth. The formal conclusion of the relationship will be after 6 months. Informal extension of the relationship is up to both the mentee and mentor

**What if a mentoring relationship doesn’t work out?**

**TIME** in Australia has an exceptional track record in matching mentees and mentors which we wish to continue in NZ. However, we do understand that not all relationships will necessarily be successful. If a mentor or mentee wishes to end the relationship prior to the formal conclusion of the programme, the Programme Coordinator will seek feedback to assist in reassignment where relevant.

**What’s the difference between Mentoring & Coaching?**

Coaching and mentoring use the same skills and approach, but coaching is short term task-based and mentoring is a longer-term relationship. The difference can be summarized as follows:

**"A coach has some great questions for your answers; a mentor has some great answers for your questions."**

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| --- | --- |
| Mentoring | Coaching |
| Ongoing relationship that can last for a longer  period of time | Relationship generally has a set duration |
| Can be more informal and meetings can take place  as and when the mentee needs some advice | Generally, more structured in nature |
| More long-term and takes a broader view of the person | Short-term (sometimes time-bounded) and focused on specific development areas/issues |
| Mentor is more experienced and qualified that the ‘mentee’  Often a senior person in the organization who can pass on knowledge, experience and open doors to otherwise out-of-reach opportunities | Coaching is generally not performed on the basis that the coach needs to have direct experience of their client’s formal occupational role, unless the coaching is specific and skills-focused |
| Focus is on career and personal development | Focus is generally on development/issues at work |
| Agenda is generally set by the mentee, with the mentor providing support and guidance to prepare them for future  roles | The agenda is focused on achieving specific immediate goals |
| Mentoring revolves more around developing the mentee professional’s career | Coaching revolves more around specific development areas/issues |

**What’s the role of a mentor versus a manager?**

Mentoring is not intended to replace the role of the Mentee’s manager and must be complementary to their employer

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| **Managerial Role** | **Mentoring Role** |
| The Manager-employee relationship focuses on achieving the objectives of the department/company.  The Manager assigns tasks, evaluates the outcome conducts performance reviews, and recommends possible salary increases and promotions | A Mentor-Mentee relationship focuses on developing the Mentee professionally and personally. As such the Mentor does not evaluate the Mentee with respect to his or her current job, does not conduct performance reviews of the Mentee and does not provide input about salary increases and promotions |
| Because Managers hold significant power over employee’s work lives, most employees demonstrate only their strengths and hide their weaknesses in the work environment | This creates a safe learning environment, where the Mentee feels free to discuss issues openly and honestly without worrying about negative consequences on the job |

**How much does it cost to participate?**

The full fee for participating in the programme for *mentees is* ***$1,500.00 plus GST****.* You should seek advice from your accountant as to whether this fee can be claimed as a tax deduction.

This fee is payable in advance of programme commencement.

For mentees paying for the programme personally, a monthly payment plan is available. (This is subject to the completion of a Payment Plan Agreement by the mentee and approval by the TIME Board)

**Graduation Ceremonies and Networking Evenings**

A schedule of the programme will be available including the intakes and graduations soon. It is expected that the first intake take place in Auckland in November 2019 with a graduation of June 2020

The number of intakes held will be determined by the demand of mentees.

## TIME Conditions and Requirements

**Networking Evenings**

Except in the case of mitigating circumstances, that is, genuine circumstances identified as severe and/or unavoidable. **Mentees must attend all Networking evenings**.

**Induction Workshop**

All prospective Mentees must attend their Induction workshop prior to commencing on the Programme

**Transport and Accommodation for non-Auckland Mentees (First intake only)**

The cost of airfares/transport and accommodation for non-Auckland mentees will be borne by the mentee

**Expenses**

Some out of pocket expenses will be incurred during the length of the programme and these are to be borne by the mentee.

**Send this section – pages 8 to 16 - including a Photo of yourself**

**to:**

**TIME Secretariat:**

**margaret@travelindustrymentor.co.nz**

**Expression of Interest – Mentee**

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| --- | --- | --- | --- |
| Your Name |  | | |
| Business Name: |  | | |
| Category of Business |  | | |
| Business Address |  | | |
|  |  | | |
| City: |  | Post Code: |  |
| Phone (Mobile): | Phone (Business): | | |
| Email: |  | | |
| Your Job Title: |  | | |
| Home Address: |  | | |
| Website URL: |  | | |

**Formal Education Qualifications**: Please detail here any degrees, diplomas, trade certificates that you may have.

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**Business Qualifications**: Please list any business training programmes or courses that you have undertaken.

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**Professional Organisations/ Awards**: Please list any professional organisations or committees of which you are a member or any major business or industry awards you may have won

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**Business Experience**: Please outline your industry experience

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**Business Industry:** Please nominate the industry segment and role that best matches your business and current position

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| **Industry Segment** | **X** | **Role** | **X** |
| Travel Agency- Retail |  | Consultant |  |
| Travel Agency-Corporate Travel |  | Team Leader |  |
| Event Management |  | Manager |  |
| Wholesale Travel |  | Owner |  |
| Hotel |  | Sales/Account Executive/ Manager |  |
| Airline/ Aeronautical |  | Marketing Executive/ Manager |  |
| Consolidator |  | Product Executive/ Manager |  |
| Insurance |  | Finance Executive/ Manager |  |
| Technology |  | IT Executive/ Manager |  |
| Other |  | Other |  |

**About your business**

**If you own a business, please nominate your business structure:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sole Trader: |  | Partnership: |  | Company: |  |
| Years of Operation: | |  | | | |
| Is Your Business Home Based? | | Yes |  | No |  |
| How many hours per week do you work in your business? | |  | | | |
| Describe your business: | |  | | | |

**Objectives and out comes wanted from programme.**

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| 1. What do you hope to achieve by participating in the mentoring programme? 2. What specific needs do you have for the mentoring relationship? 3. What leadership skills and capabilities are you keen to develop? 4. Do you have any requirements we need to consider when matching you with a mentor? |

***For Business Owners only***

Previous Business Experience: Other than the business you currently own – and are looking to grow – please detail your professional and entrepreneurial experience below.

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| **Business** | **Role** | **Experience** |
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**To Be Completed by All Applicants**

Outline the reasons you want to participate in this programme in regard to your current role and your professional development.

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Outline the reasons you have personally for wanting to participate in this programme.

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What outcomes would you expect from a mentoring relationship?

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Please outline your business goals for the next 12 months.

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Please outline your business goals beyond 12 months.

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Please use this space to let us now about anything else you feel is relevant as we consider your application.

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**How did you hear about the TIME Programme?**

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| --- | --- | --- | --- | --- | --- |
|  | TABS on Travel – Travel Today |  | Travelinc Memo |  | Employer (detail below) |
|  | Word of Mouth |  |  |  | Other (detail below) |
|  | | | | | |
| Referred to the programme by: | | |  | | |

**Payment Details:**

Full payment is to be received at least one month prior to programme commencement

**Monthly Payment Plan for Mentees Paying Personally:**

For mentees paying for the programme personally, there is a monthly payment plan available. (This is subject to the completion of a Payment Plan Agreement by the mentee and approval by the TIME Board)

First payment to be received at least **one month prior** to commencement on the Programme

**EFT Payments:**

Account Name: Travel Industry Mentor Experience Limited

Bank: Westpac

Account #:

**Resignation and Cancellation Policy Relating to a Mentee on the Programme**

**Resignation Policy**

* + If a Mentee resigns from their employment within the travel or tourism industry, the mentee will no longer eligible to stay in the TIME Programme
  + If a Mentee changes employer part way through the programme but is re-employed within the travel industry (deemed appropriate by the TIME Board) and has personally paid the appropriate fee they may continue in the programme
  + If a Mentee resigns from their employer and their employer has paid the fee the mentee must leave the TIME programme immediately (The TIME Board will determine whether a replacement is allowed based on the amount of time the mentee has been in the programme)
  + If the Mentee is a representative of a Sponsor in the programme, the TIME Board at its discretion may allow a replacement
  + Repetitive absenteeism from the programme or TIME’s engagement activities may result in termination from the programme without refund
  + Deferral from the Programme is not permitted (however, may be considered by the Board and Committee at its discretion under certain circumstances).

**Cancellation Fee Policy**

* + A cancellation fee prior **to commencement of the Programme of $500.00** will be applicable for any Mentees who, after being matched with a Mentor and all documentation relevant to their programme is completed, cancels for any reason prior to their commencement.
  + If a Mentee resigns from the programme **within 30 days of commencement of their programme**, irrespective of who has paid for the mentee to participate in the programme a cancellation fee of $750.00 + GST will apply.
  + If the employer and /or the Mentee has paid the Fee of $1,500.00 + GST and the **Mentee has completed three (3) months or more on the Programme** – **NO refund** will be made.
  + **Cancellation due to Mentee not meeting programme requirements.**

***(****Applicable to Mentees who are sponsored or paid for by their company).*

In the event of a Mentee not being able to meet the commitments of the programme within the first 6 weeks, either the mentor or the mentee must alert the Programme Coordinator to this fact and the Board of Time will then decide what action will be taken

* To defer the Mentee to the next programme
* Advise the Mentee’s company of the situation – if payment has been made by them
* Replace the mentee with another mentee from the same company on the following programme

**Transferring of Mentees to another Programme:**

Mentees requesting a transfer to another programme due to medical reasons if the following conditions are met:

* Approval by the Board is granted
  + - No More than 4 Mentor/Mentee meetings have occurred
    - No Penalty of an additional fee will be levied.
    - **Requests for transferring to another programme after 4 or more Mentor /Mentee meetings have occurred will incur a Penalty Fee of $500 to transfer**

\*\*I have read and understand the Programme, Payment and Cancellation conditions:

|  |  |
| --- | --- |
| Signed: |  |
| Dated: |  |

**Please return this completed form from page 8 to 16 to**:

Manager, TIME Programme

[**margaret@travelindustrymentor.co.nz**](mailto:margaret@travelindustrymentor.co.nz)

**Privacy Statement**

*Any personal information provided to TIME is protected by the Commonwealth Privacy Act 1988. The information is essential to determine your eligibility for the TIME Programme. TIME may disclose some of your personal information to a third party contractor who will monitor and deliver parts of the TIME programme. The information may be used to send you communications about TIME-related activities such as newsletters, flyers and invitations.*