



1-2-1 guide for mentoring students

Platinum Mentoring Program 1-2-1 session

Each month every platinum students are allocated 1-2-1 sessions with the mentoring team.

Students are entitled to either:

- One session per month
- Two sessions per month
- Four sessions per month (new program introduced Feb 2021)

As a mentor you have the opportunity to schedule your availability in our booking system for any time, and for as many days of the month as you wish.

These 1-2-1 sessions are important so we can:

1. Assist the students with any challenges they may be facing
2. Pass on our advice to help them
3. Encourage and inspire them
4. Keep them motivated by assigning 'homework' specific to their needs, to help them develop as individuals.

What we'd like you to do as a mentor:

Set your availability

NOTE: Please only schedule sessions that you are 100% certain you can attend

1. You are able to schedule your availability for any time but we advise doing this with as much lead time as possible to maximise the amount of bookings you get.

2. We advise you link [acuity.com](https://www.acuity.com) to your calendar using the 'Sync with other calendars' tab in [acuity.com](https://www.acuity.com). This means any bookings will be added directly to your calendar, along with the session notes as well as emailed to you. This makes it super easy to see at a glance who you have sessions with and what they'd like to discuss with you.
3. **When you have added your availability, be sure to check the box 'Edit Group' for 'Platinum Mentoring Session' and then click 'Save'**
4. **If you are going to have an extended period where you have no availability, please notify our team**

Preparation for the session: approx 5-10 minutes

1. Please be prepared before you start the call! Listen to any song links that may have been submitted (the link will be in their booking form). It's important the student knows you have listened to the song before the session
2. Please read through the booking form carefully as it will tell you what the student would like to discuss in the 1-2-1 session.

On the call: approx 30 minutes

Every student is different but TSA prides itself on getting to the root of what people want and giving them honest but inspirational advice, helping them move closer and faster toward their goals.

1. **Check the time of your booking.** Our system compensates for International time zones so the booking time you have been sent will be *your local time*, not that of the student.
2. Open your Zoom personal meeting room and be ready for the student to join at the time of the meeting.
3. It's good practice for mentors to enable the 'Waiting Room' found in the security tab on the Zoom app once your meeting room is open. That way you can control when you allow the student into the room, and you can avoid stray students mistakenly joining a session!
4. When the student joins the call, please find out how they're feeling, as many students become anxious, especially on calls early into their year with us. Sometimes students just need to know that they can 'do this'.

5. Please be sure to address the requests mentioned in the student booking form.
6. Listen and support the student at all times.
7. **Assignment - Important!** Based on the session, the student and their music, please be sure to give the student an assignment to work on over the next month; something you feel would really benefit them as a writer, artist or producer. This will not only motivate them, but will increase the chance of them returning to you as a mentor for evaluation of their assignment.
8. **NO-SHOWS: In the event of a student no-show, please contact the student directly.** Their email and phone number will be on their booking form. If the student does not appear after you have contacted them, the session is cancelled. Students are aware they will lose their session until the following month, unless something very serious has happened. We do not offer replacement sessions for students who forget or do not check the time zones etc. properly. *Please only contact our team in the case of an emergency.*
9. In the case of a no-show (see section 4) where the student has not responded to your contact and the session is cancelled, you may invoice at the standard rate for the missed session. ***If the session is cancelled, you may not reschedule the session with the student.***
10. **If you are unable to make the 1-2-1 session:**
 - Contact the student immediately:
 - If you are **able** to re-book a time, please arrange with the student using the booking system notification email to amend the booking. This way the call will get logged in the system and you will be sure to get paid for the session.
 - If you are **unable** to re-book a time please ask the student to email platinum@thesongwritingacademy.co.uk requesting a new 1-2-1 session with another available mentor.
 - Please notify us immediately of any changes to the session by emailing platinum@thesongwritingacademy.co.uk
 - **Please DO NOT reschedule ANY 1-2-1 sessions privately, outside of our booking system**

Read on...

After the session (approx 5 minutes)

Finally, please email a paragraph of notes outlining each session (which the student will not see) including the assignment given to the student

to platinum@thesongwritingacademy.co.uk

If a student did not show up for their meeting please add this to your email.!

Thank you for doing such an amazing job for The Songwriting Academy!

A handwritten signature in black ink that reads "Martin x". The signature is written in a cursive, flowing style with a small 'x' at the end.