



Faculty Guide for 1-2-1 Mentoring

Contact

Please direct all 1-2-1 queries to our Bookings Manager:

Anna Leppänen

Email: bookings@thesongwritingacademy.co.uk

Text/WhatsApp: +44 7871 608560

What are Platinum Mentoring Program 1-2-1 sessions?

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

Each session lasts 30 minutes and is conducted face to face on Zoom. Students may book their sessions with any mentor who is available.

How many mentoring sessions do our students get?

Depending on their level, students are entitled to either:

- One session per month (Lite level)
- Two sessions per month (Plus level)
- Four sessions per month (Elite level)

What are the mentoring sessions for?

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

- Assist the students with any challenges they may be facing
- Pass on our advice to help them
- Encourage and inspire them
- 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

1. Set your availability

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

1. You may schedule your availability for any day/time of the month and schedule as many sessions as you wish, but we advise doing this with as much lead time as possible to maximise the amount of bookings you get.
2. You may add your availability to the system as far in advance as you wish, but the students will only be able to see your availability a maximum of two weeks in advance.
3. 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.
4. **When you have added your availability, be sure to check the box 'Edit Group' for 'Platinum Mentoring Session' and then click 'Save'**
5. **If you are going to have an extended period where you have no availability, please notify our team and uncheck the 'Platinum Mentoring Session' box in step 4 above.**
6. When a student books a session with you, you will receive an automated email with the student email/phone details and pre-session notes from the student, letting you know what the student would like to discuss. If you have synchronised acuity with your calendar, the same information will automatically appear in your calendar too.

2. Prepare for the session: approx 5-10 minutes

1. Please be prepared before you start the session! Please read through the booking confirmation/pre-session notes from the student carefully as it will tell you what the

student would like to discuss in the 1-2-1 session. These pre-session notes and any links will be in their booking confirmation delivered to your email/calendar.

2. If the student has submitted a song link, be sure to listen to it before the session. **It's important the student knows you have prepared for their session.**

3. Mentoring session: 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 pre-session notes in the booking confirmation.
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.

4. What do I do if the student does not show up?

1. **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.
2. If the student does not appear after you have contacted them, the session is cancelled.
3. Students are aware that if they miss a session, they will lose that 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.
4. Please contact our team in the case of an emergency
5. In the case of a no-show (see section 8) 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.
6. **If the session is cancelled, you may not reschedule the session with the student.**

5. What do I do if I can't attend the session?

1. **Contact the student immediately**
2. If you are able to agree a new session date/time with the student directly, please use the ACUITY booking system notification email to amend the booking time. This way the call will get logged in the system and you will be sure to get paid for the session
3. If you are unable to re-book a time please ask the student to contact our Bookings Manager Anna as soon as possible to request a new 1-2-1 session with an available mentor.
4. **If you are unable to re-book the session you may not invoice for the missed session.**

5. Please notify the Bookings Manager immediately of any changes to the session by emailing bookings@thesongwritingacademy.co.uk

6. DO NOT reschedule 1-2-1 sessions privately, outside of our booking system

6. After the session (approx 5 minutes)

1. Finally, please add a paragraph of notes outlining the 1-2-1 session including the assignment given to the student, to the mentoring platform here <https://mentors.thesongwritingacademy.co.uk>
2. Important: Although it is unlikely, the student has the legal right to ask for all notes from TSA about them, so whilst your notes must be honest, we recommend you also be diplomatic and courteous.
3. All 1-2-1 session notes must be completed in order for your invoices to be paid.

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.