

# Mentoring Information Pack



# Purpose of this document

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- The Mentoring Information Pack has been developed to support students and mentors that participate in all of the Mentoring programmes that fall under the responsibility of the Careers Services at the University of Brighton.
- It contains details of the support infrastructure that is available to students and advice about how to engage with the services.
- It includes a series of tools and resources that can be used to support discussions between students and mentors.
- It is designed as a central resource containing the Mentoring Agreement and contact details for the Mentoring Leads across all programmes
- This document replaces the Mentoring Toolkit that has been used by mentors and students for the past four years. Their feedback has been instrumental in shaping this new document.

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# What is Mentoring?



It is an opportunity to develop a voluntary, mutually beneficial and purposeful relationship with an individual.

“Mentoring is a one-to-one, non-judgemental relationship in which an individual voluntarily gives time to support and encourage another. This relationship is typically developed at a time of transition in the mentee’s life and lasts for a period of time” (Home Office)

Mentoring is important, not only because of the knowledge and skills students can learn from mentors, but also because mentoring provides professional socialisation and personal support to facilitate success for the future. Quality mentoring greatly enhances students' chances for success.

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# Identity based Mentoring programmes

| Identity-based Mentoring Programmes                    | Programme Leads & Contact Details  |
|--|--|
| <b>BAME School of Education<br/>(trainee teachers)</b> | <p>Beth Thomas Hancock<br/>Tel: 01273 644145<br/>Mobile: 07951 742707<br/>Email: <a href="mailto:bt11@brighton.ac.uk">bt11@brighton.ac.uk</a></p> <p>John Lynch<br/>Mobile: 07775 644702<br/>Email: <a href="mailto:jk33lynch@btinternet.com">jk33lynch@btinternet.com</a></p>                           |
| <b>Men in Primary School</b>                           |  |
| <b>BAME School of Health Sciences</b>                  |  |
| <b>American Express LGBTQ+ Partnership</b>             | <p>Clare Fuller<br/>Tel: 01273 644145<br/>Mobile: 07719 096181<br/>Email: <a href="mailto:c.g.fuller@brighton.ac.uk">c.g.fuller@brighton.ac.uk</a></p> <p>Beth Thomas Hancock<br/>Tel: 01273 644145<br/>Mobile: 07951 742707<br/>Email: <a href="mailto:bt11@brighton.ac.uk">bt11@brighton.ac.uk</a></p> |

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# Non-Identity based Mentoring programmes

## Non-Identity based Mentoring Programmes

**Momentum** is available to students that come from a BAME background, are a Care Leaver, have a disability, Mature students, Men in receipt of a Bursary or any student that needs to develop confidence. The programme is open to students from all schools and campuses.

## Programme Lead & Contact Details

Clare Fuller  
Tel: 01273 644145  
Mobile: 07719 096181  
Email: [c.g.fuller@brighton.ac.uk](mailto:c.g.fuller@brighton.ac.uk)

Beth Thomas Hancock  
Tel: 01273 644145  
Mobile: 07951 742707  
Email: [bt11@brighton.ac.uk](mailto:bt11@brighton.ac.uk)

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# The Mentoring Agreement

## Mentoring Agreement

We are both voluntarily entering into this mentoring partnership. We wish that this will be a rewarding experience for both parties, spending most of our time discussing educational and professional development activities. We agree that:

**1. We will meet for at least 12 hours over the course of the programme.**

Please discuss and agree how often and how long you will meet for.

**2. Meeting times, once agreed, should not be cancelled unless this is unavoidable. At the end of each meeting we will set a date for the next meeting.**

**3. In between meetings we will contact each other by telephone / email / text.** Please cross out any that are not suitable for you and discuss your preferred method of contact.

**4. The aim of the partnership is to discuss and work towards the mentee's goals. Whilst these goals may develop and change over the course of the mentoring programme, the focus agreed at the outset is to :**

Please outline the goal(s) the mentee would like to work on.

**5. Confidentiality:**

Mentors and mentees will keep in strict confidence all and any information of a confidential nature which it obtains about each other as a result of the Mentoring Programme. By confidentiality we mean that this information will only be shared with each other or with the Mentoring Leads who have a duty of care to provide support to both mentors and mentees on the Mentoring Programme.

Disclosure to relevant services beyond the Mentoring Coordinators will only occur in the following situations:

If an incident of racism has occurred as a result of being a student at the University

Disclosure is necessary to safeguard the individual or others

Where there is a legal duty to do so, such as a court order

Where there is a duty in respect of safeguarding relating to child protection or other vulnerable adults

This clause shall not apply in relation to any information that is already available in the public domain other than as a result of a breach of this clause by any party.

**6. We will both be involved in evaluating the mentoring partnership, which will officially end at the Celebration Event.**

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# Student Support and Information

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- There is an excellent support infrastructure available to students. This falls broadly into 4 categories – **Studying** (academic/course or career related), **Finances** (money advice, fees or financial hardship), **Housing** (living locally) and, **Health & Wellbeing**.
- Support services are provided by 2 key groups – Student Operations & Support Staff and the Student Union. There are some overlaps giving students the choice to decide which service best meets their need.
- Importantly each student has a **Personal Tutor**. The frequency of meetings varies by school. The Personal Tutor works in partnership with the support services.

For immediate information about the support services click here [Student Life Connector](#)  
Full details of the services and how to access them can be found on the pages that follow.



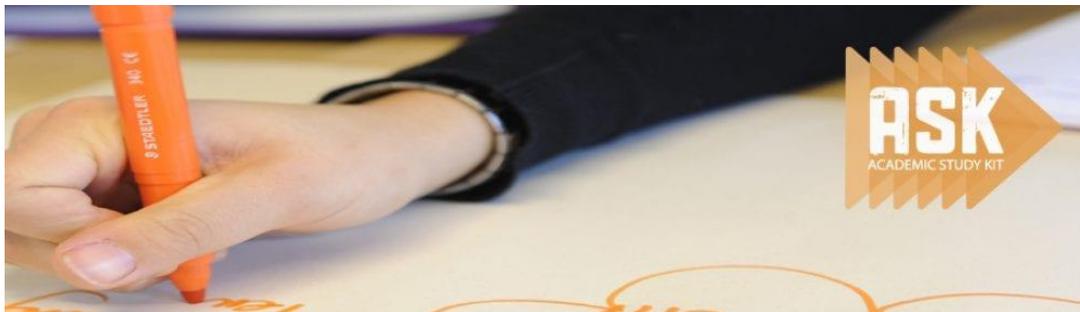
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## – My Studies



We want students to get the most out of their studies. Here you can find all the information you need, from 'study support' to 'problems with your course'.

<https://www.brighton.ac.uk/current-students/my-studies/index.aspx>



Study Support – <https://www.brighton.ac.uk/current-students/my-studies/study-support/index.aspx>

There are a variety of online resources available as well as guidance on one to one tutoring

**International Students** can use the I-ASK tools – this includes a Writing Advisory Service, Academic English Tutorials and Academic Writing Classes

[https://blogs.brighton.ac.uk/ask/image-menu/iask/?\\_ga=2.174606881.226875979.1548754728-63652345.1536085648](https://blogs.brighton.ac.uk/ask/image-menu/iask/?_ga=2.174606881.226875979.1548754728-63652345.1536085648)

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## – Student Support Guidance Tutors

Student Support Guidance Tutors (SSGTs) are an invaluable source of information and advice, working alongside the Personal Tutors to provide relevant and timely assistance on a range of issues that may impact studies.

- SSGTs are available for all students, including those who are undertaking postgraduate study.
- SSGTs can help to advise on issues such as:
  - Problems with adapting to study – particularly for mature students
  - Difficulties with your course / wanting to intermit or change course
  - Stress-related issues
  - Mitigating circumstances, applications and processes
  - They can also direct you to specialist services across the university.
- You can find the contact details for your School on the link below.



<https://www.brighton.ac.uk/current-students/my-student-life/student-support-and-guidance-tutors/index.aspx>

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## – Disclosing a disability

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Disclosing a disability will give you access to a wide range of academic and personal support. If you have a specific learning difficulty or long term-health condition tell us in confidence - more than 10% of our students already have.

**Please speak to the Disability and Dyslexia Team if your studies are being affected by:**

- a medical condition
- a physical disability
- a mental health condition
- a specific learning disability such as dyslexia.
- The earlier you speak to us, the earlier we can arrange support for you. You can disclose to us at any stage of your studies – there's no time limit.
- Please also tell us if you think you have a specific learning difficulty such as dyslexia, but aren't sure. We can book you in for a free screening.

For more information about the service <https://www.brighton.ac.uk/current-students/my-studies/declaring-a-disability-or-learning-difficulty/index.aspx>

You can contact the team at [disability@brighton.ac.uk](mailto:disability@brighton.ac.uk) or call us on 01273 643799. Alternatively you can visit your local Student Centre (address on the weblink).

## – Careers Service

The Careers Service is ready to support students from their first day at the university and right through their learning journey. Help comes in many forms from thinking about what is the right career, getting prepared for interviews, finding a job or meeting employers on or off campus. Career Development Advisors work on each campus and are ready to meet students. Details of the entire service and how you can access it can be found here.

<https://www.brighton.ac.uk/careers/index.aspx>

### [Careers Service](https://www.brighton.ac.uk/careers/index.aspx)



Careers fairs take place throughout the academic year and there's great information available for use on and after the event. To find out what is happening use the link below.

<https://www.brighton.ac.uk/careers/looking-for-a-job/meeting-employers-on-and-off-campus/careers-fairs/index.aspx>

The Careers blog is great way of keeping right up to date with all that's happening.

[http://blogs.brighton.ac.uk/careers/?\\_ga=2.252851340.40154901.1549552040-1190142984.1525096620](http://blogs.brighton.ac.uk/careers/?_ga=2.252851340.40154901.1549552040-1190142984.1525096620)

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## – Volunteering with Active Student

### How could volunteering help me?

- Whether you're in your last year of university or your first, you can develop your employability skills, add to your CV, and make new connections by volunteering in your local community.
- Active Student is the university's volunteering service. It can provide you with volunteering placements in the local community that are rewarding, safe and supported. Find out more by watching the video.

<https://www.brighton.ac.uk/careers/volunteering/why-volunteer/index.aspx>

- Volunteering with STEM Sussex gives you the chance to work in partnership with business and industry to support young people and their teachers in developing awareness of STEM careers. To find out more, click here.

<https://www.brighton.ac.uk/careers/volunteering/stem-sussex/index.aspx>

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Brighton Students' Union are proud to support Course Representatives throughout their time at university and give the students the chance to share any issues they're having and impact change. There are more than 1,000 Course Reps at the University of Brighton and Partner Colleges combined and these representatives work tirelessly to provide you with the best university experience possible.

### **What is a Course Rep?**

- Course Reps are an essential link between students and staff. By finding out their fellow students views about the course and then discussing these views with staff—both informally and at staff/student meetings, Course Reps ensure that the university takes into account the views of students and help improve and develop their course.

You can find your Course Rep by visiting the webpage <https://www.brightonsu.com/changethings/coursereps/>

You can contact the team at [coursereps@brighton.ac.uk](mailto:coursereps@brighton.ac.uk) or by calling 01273 642891



## – Considering leaving University

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### Leaving university

- Formally leaving university before you graduate from your course is technically known as withdrawal.
- We've provided some guidance below, but please contact [studentservices@brighton.ac.uk](mailto:studentservices@brighton.ac.uk) if you are considering withdrawing so that we can provide one-to-one advice and support.
- We recommend you contact the Student Advice Service before you begin the process, as they can inform you of the complications involved and help you to make the necessary steps.

### What is the impact of leaving university?

- If you decide that leaving the university is the best option for you, there are a number of issues to be aware of.
- Once you withdraw from university, you will not qualify to continue living in student-only or university accommodation. You will also need to start paying council tax and, if you have a student account, inform your bank of your decision. However, if you aren't employed, you may qualify for social security benefits.
- Please don't forget you can visit the [Student Advice Service](#) for information, advice and support so that you can make an informed decision and a smooth transition into life after university.
- The [Careers Service](#) is also available to help you prepare for your career. For more information <https://www.brighton.ac.uk/current-students/employability-and-careers/index.aspx>

For more details please refer to the information webpage <https://www.brighton.ac.uk/current-students/my-studies/withdrawing-or-transferring/leaving-university.aspx>

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# Finances – Student Advice Service

The Student Advice Service provides support to students on finance-related issues. These include checking you are getting the correct funding, accessing DWP benefits, how to make your money go further, and additional help if you are facing financial difficulties.

Our service is confidential, non-judgemental and free of charge.

Contact us for information and to make an appointment. We are open during term time and also over the summer, but please phone first to check availability.

**Telephone** 01273 642888

**Email** [studentadvice@brighton.ac.uk](mailto:studentadvice@brighton.ac.uk)

Keep up to date with all the latest money news and information by subscribing to the [money blog](#).

**For information about fees, bursaries, hardship funding,**

**Disabled students' allowance or government funds** visit the webpage <https://www.brighton.ac.uk/current-students/my-finances/index.aspx>



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## – Accommodation Services

**Brighton, Eastbourne and Hastings** offer many accommodation options, ranging from homestays and private sector properties to university-managed Uni-homes.

There are many things to bear in mind when it comes to choosing and living in accommodation, from signing contracts to budgeting. You can find help and advice relating to these matters on this page.

<https://www.brighton.ac.uk/current-students/my-student-life/finding-a-new-home/index.aspx>

If you want to speak to someone, use the contact details below;

### **Brighton**

Brighton Accommodation Office, University of Brighton,  
The Manor House, Moulsecoomb Place, Brighton, BN2 4GA

[accommodation@brighton.ac.uk](mailto:accommodation@brighton.ac.uk) Tel 01273 644100

### **Eastbourne**

Eastbourne Accommodation Office, University of Brighton,  
Trevin Towers, Gaudick Road, Eastbourne, BN20 7SP

[accomeastbourne@brighton.ac.uk](mailto:accomeastbourne@brighton.ac.uk) Tel 01273 643810

### **Hastings**

Hastings Accommodation Office, University of Brighton,  
Priory Square Building, Priory Street, Hastings, TH34 1BE

[accomhastings@brighton.ac.uk](mailto:accomhastings@brighton.ac.uk) Tel 01273 644631



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## – Housing Advice

The **community liaison team** acts as a bridge between our student population and the local community. They help with a multitude of issues including housing, legal questions and community relations to promote and maintain positive relationships in the Brighton area.

The team are available at all campuses;

### **Brighton**

Every Wednesday (term time only)

Accommodation office, Manor House

Moulsecoomb Campus

10am-2pm – drop in and appointments

### **Eastbourne**

First Thursday of every month (term time only)

G1 Trevin Towers

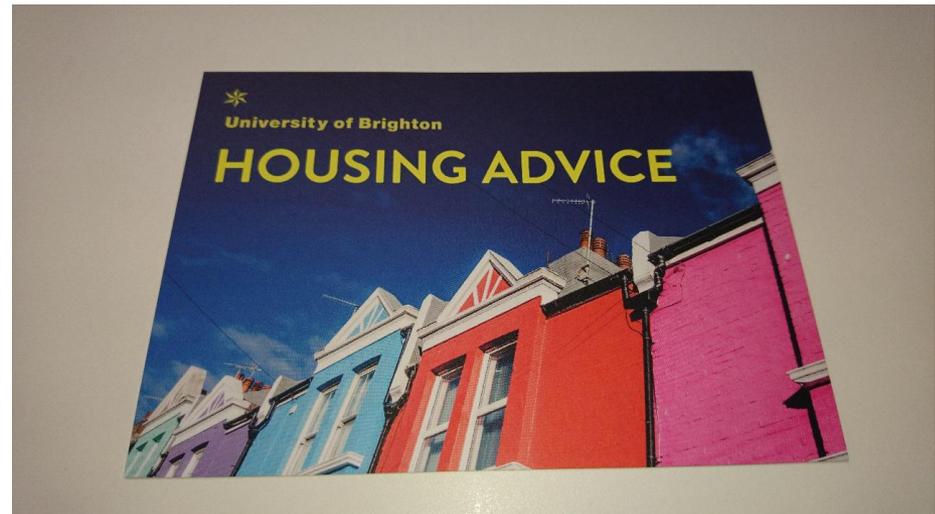
10.30-2.30pm drop in and appointments

### **Hastings**

First Tuesday of every month (term time only)

Student Centre, Priory Square

11am-2.30pm drop in and appointments



**How to book appointments**, or for general housing advice outside of these sessions contact;

**Andrew Keefe – Community Liaison and Housing Advice Officer**  
[a.w.b.keeffee@brighton.a.cuk](mailto:a.w.b.keeffee@brighton.a.cuk)

01273 641894  
(Mon am, Tue & Thu 10am–4pm)

01273 642859  
(Mon pm, Wed & Fri 10am–4pm)

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# – Housing



**BRIGHTON**  
STUDENTS' UNION

Additional information and advice can be found on the BSU pages along with a video on housing responsibilities



<https://www.brightonsu.com/goodadvice/housing/>

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# My Wellbeing – Help when you need it

When you feel healthy and well, you're more likely to be productive, confident, and ready to make the most of your time at university. To help you keep on top of your studies and your life in general, you may want to access our range of health and wellbeing services such as;

- Health services
- Health issues
- Healthy Living
- Pregnancy and Parenthood

For more information;

<https://www.brighton.ac.uk/current-students/my-student-life/my-wellbeing/index.aspx>

Connect with other students and feel empowered to manage your own wellbeing. Speak to our Student Residential Advisers, attend Mood Boost and wellbeing workshops, or access coaching, self-help and other resources.



## Contact student wellbeing

Call 01273 642895  
(Mon-Thur 8.30am–5pm and  
Fri 8.30am–4.30pm)

Email [studentservices@brighton.ac.uk](mailto:studentservices@brighton.ac.uk)

Or visit a [Student Centre](#) on your campus.

## – Practical Support

Get practical support with issues that may be impacting you or your studies. Reach out to a Student Support and Guidance Tutor (SSGT) in your school, or you may want to speak to a member of our chaplaincy staff.



<https://www.brighton.ac.uk/current-students/my-student-life/student-support-and-guidance-tutors/index.aspx>



Chaplaincy : pastoral care, whatever your faith.

<https://www.brighton.ac.uk/current-students/my-student-life/chaplaincy/index.aspx>

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## – Can Counselling help me?



### Need to speak to someone?

- We offer a range of support to students experiencing stress, anxiety and other mental health issues.
- Our services are free and designed to help you overcome difficulties so that you can continue with your studies and hopefully enjoy better mental health and wellbeing.

### Take the first step

- If you're interested in counselling and wellbeing support then take the first step by **registering** with our service. By doing so, you will get access to a range of resources including self-help materials, e-books and workshops.

### How to Register

- Visit [Student Services](#) on your campus and complete the registration process in person.
- Email [counselling@brighton.ac.uk](mailto:counselling@brighton.ac.uk).
- A professionally qualified counsellor will then call or email you as soon as possible, within two weeks, to determine how best we can help you.

### How can counselling help me?

- Counselling offers you the opportunity to talk about how you feel and to share your concerns.
- It's a positive move towards taking responsibility for your wellbeing, tackling your problems and taking control of your situation.

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# – Mental Health

There is some excellent information and sign posting available through the BSU website. Use the link below or click images.

<https://www.brightonsu.com/goodadvice/mentalhealth/>



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## – Dealing with difficult situations

University can be the best time of your life but it's not always easy and it can come with emotional challenges. Many students struggle with personal difficulties at one point or another. Whatever you're going through, there's help at hand. There are some excellent self help materials and e-books available as well as good personal support.

### GET SUPPORT

Staff in Student Services can offer support on a range of issues. Speak to your [SSGT](#), visit your nearest [Student Centre](#) or email [studentservices@brighton.ac.uk](mailto:studentservices@brighton.ac.uk)

|                      |   |
|----------------------|---|
| Alcohol and Drugs    | <a href="https://www.brightonsu.com/goodadvice/alcohol_drugs/">https://www.brightonsu.com/goodadvice/alcohol_drugs/</a>   |
| Bereavement          | <a href="https://www.brighton.ac.uk/current-students/my-student-life/dealing-with-difficult-situations/index.aspx">https://www.brighton.ac.uk/current-students/my-student-life/dealing-with-difficult-situations/index.aspx</a><br>CRUSE Bereavement Care - <a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a> |
| Bullying             | <a href="https://www.brighton.ac.uk/current-students/my-student-life/dealing-with-difficult-situations/index.aspx">https://www.brighton.ac.uk/current-students/my-student-life/dealing-with-difficult-situations/index.aspx</a>   |
| Sexual Health        | <a href="https://www.brightonsu.com/goodadvice/cash/">https://www.brightonsu.com/goodadvice/cash/</a>   |
| What's on your mind? | SAMARITANS - You can talk to them any time you like<br><a href="https://www.samaritans.org/how-we-can-help-you">https://www.samaritans.org/how-we-can-help-you</a>  |

# – LGBTQ+ Awareness

## LGBTQ+ support

- We are committed to fostering an inclusive and supportive environment for all students, including lesbian, gay, bisexual, trans, and queer + students.
- We understand that LGBTQ+ students may face additional challenges during their time at university, and we have services to support you.

## LGBTQ+ Student Society

- The [LGBTQ+ Student Society](#) is for all students who identify within the LGBTQ+ spectrum (lesbian, gay, bisexual, trans, and all sexualities, genders and identities that fall under the plus), whether you are openly out, questioning or unsure.

## Trans and non-binary students

- Our Student Experience and Equalities Manager, Marianne Lemond, is the named contact for trans and non-binary students. Marianne can advise you and help co-ordinate support in a range of areas including:
- The process for changing your name, gender, and title on the student record, your name and photograph on your UniCard, and your initial(s) in your university email address
- Support in communicating with your tutors or other key staff about your name and pronoun (if this would be helpful)
- Time off for medical treatment
- Use of toilet and changing room facilities
- Support for placements
- Marianne can be contacted at [M.G.Lemond@brighton.ac.uk](mailto:M.G.Lemond@brighton.ac.uk) or 01273 642160.

For more information about services

<https://www.brighton.ac.uk/current-students/my-student-life/lgbtq-support/index.aspx>



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## – Student Safety

### Our police liaison officer – PC Roisin Vafae

Students and staff alike can make the most of police services at the university through our Sussex Police liaison officer who works across all our campuses.

You can reach out to our police liaison officer about any issue that you wouldn't necessarily call 999 or 101 about, but is troubling you all the same.

### Get help

You can speak to our police liaison officer in confidence. The exception is if you or another person is in danger. They may then be required to share the information, but they will always let you know.

Reach out about a number of issues. For example, you may have seen something going on in the community that you're worried about.

Our police liaison officer works across all university sites. They are also part of our [community liaison team](#) who work to promote and maintain positive relationships between students and the local community.



### Contact PC Roisin Vafae, Police Liaison Officer

- Email [R.Vafae@brighton.ac.uk](mailto:R.Vafae@brighton.ac.uk).
- Call 07921 459005.
- Connect via Twitter [@PCRoisinVafae](https://twitter.com/PCRoisinVafae).
- Her normal working hours are Monday and Wednesday 8am to 5pm, Tuesday and Thursday 8am to 2pm.

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## – Sport Brighton



Whether you want to improve your level of fitness, compete in team sports, have fun with your friends or gain additional coaching qualifications, Sport Brighton can help.

<http://sport.brighton.ac.uk/>

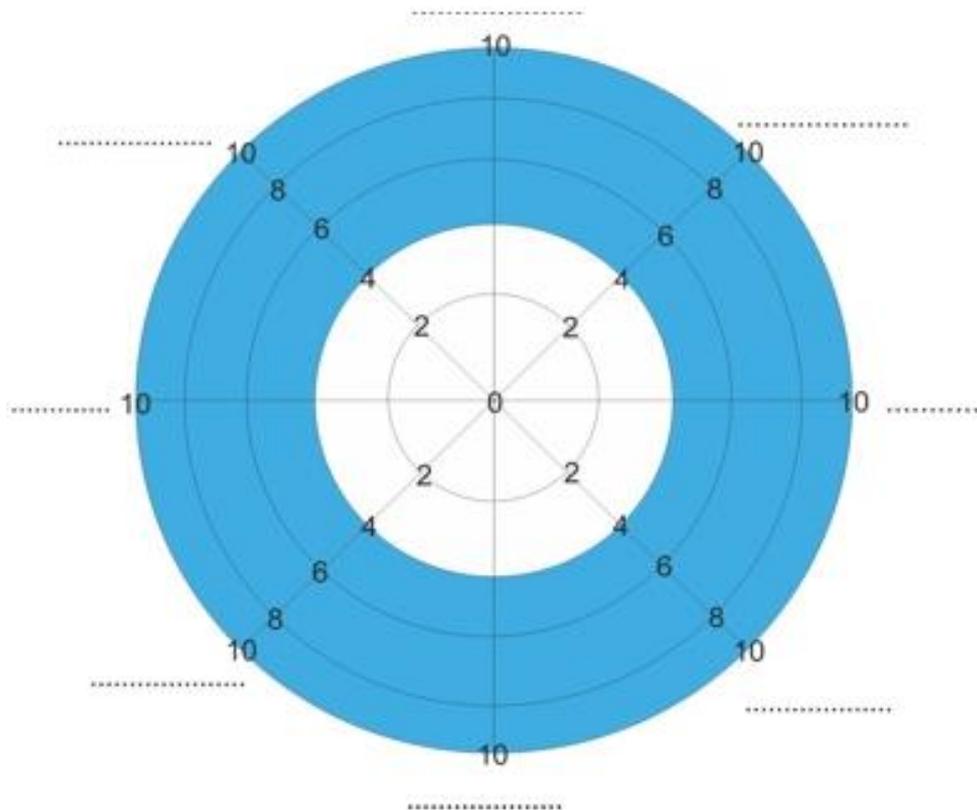


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# The Topic Wheel



If your mentee is struggling to think about what's really important to them and what they want to work on, you can use the Topic Wheel to get the ideas flowing.

What 5 to 8 things are important?  
For example; friendships, money, health, study skills, housing...

Ask your mentee how happy/satisfied they are with each topic.  
10 = excellent 0 = not good at all

You can ask your mentee what would help move a low score to a high score.  
Ask your mentee which areas are most important.

Make sure you end on a positive note together.

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# Climbing the Ladder to Success

The top of the ladder could be a dream or a long term goal. It may involve a number of climbs before you reach the top of the ladder.

What steps do you need to take to immediately?

What ideas or actions move you up the ladder?

What is the strategy to achieve the long term goal?

What does success feel like?



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# The GROW Model

Using a model to identify key objectives or goals may help structure discussions and promote a good exchange of ideas.

1. Goal – what do you want?
2. Reality – current situation?
3. Options and/or Opportunities – what could you do?
4. Way forward – what will you do?

There are sample questions on the next page to help get you working together.



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## The Grow Model – Sample Questions

|                           |  |
|---------------------------|--|
| <p><b>Goal</b></p>        | <ul style="list-style-type: none"> <li>• What is it you would like to discuss?</li> <li>• What would you like to achieve?</li> <li>• What would need to happen for you to walk away feeling that this time was well spent?</li> <li>• If I could grant you a wish for this session, what would it be?</li> <li>• What would you like to be different when you leave this session?</li> <li>• What would you like to happen that is not happening now?</li> <li>• What would you like not to happen that is happening now?</li> <li>• What outcome would you like from this session/discussion/interaction?</li> <li>• Is that realistic?</li> <li>• Can we do that in the time we have available?</li> </ul>                             |
| <p><b>Reality</b></p>     | <ul style="list-style-type: none"> <li>• What is happening at the moment?</li> <li>• How do you know this is accurate?</li> <li>• When does this happen?</li> <li>• How often does this happen? Be precise, if possible.</li> <li>• What effect does this have?</li> <li>• How have you verified, or would you verify, that that is so?</li> <li>• What other factors are relevant?</li> <li>• Who else is relevant?</li> <li>• What is their perception of the situation?</li> </ul>  |
| <p><b>Options</b></p>     | <ul style="list-style-type: none"> <li>• What could you do to change the situation?</li> <li>• What alternatives are there to that approach?</li> <li>• Tell me what possibilities for action you see. Don't worry about whether or not they are realistic at this stage.</li> <li>• What approach/actions have you seen used, or used yourself, in similar circumstances?</li> <li>• Who might be able to help?</li> <li>• Which options do you like the most?</li> <li>• What are the pros and cons of these options?</li> <li>• Which options are of interest to you?</li> <li>• Rate from 1-10 your interest level in the practicality of each of these options.</li> <li>• Would you like to choose an option to act on?</li> </ul> |
| <p><b>Way forward</b></p> | <ul style="list-style-type: none"> <li>• What are the next steps?</li> <li>• Precisely when will you take them?</li> <li>• What might get in the way?</li> <li>• Do you need to log the steps in your diary?</li> <li>• What support do you need?</li> <li>• How and when will you enlist that support?</li> </ul>   |

# Life Luggage

What gives you energy?



What's holding  
you back?

Everyone has things in their life that propel them forward or drag them down. Talk about the things that affect you. How can you get rid of the things that weigh you down?

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# Mentoring Programme Leads

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If you have any other questions, contact Clare or Beth.

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