



Mentee Expression of Interest

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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.

The TIME programme has become embedded in the development plans of many of Australia's largest travel companies and has successfully graduated over 120 mentees since 2009.

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) and is recommended for people who:

- 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;
- 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

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- Are available and committed to attending the mentoring meetings, workshops and networking gatherings

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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 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;
- 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.

An 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;

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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;

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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

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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 Australia;
- 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?

Whilst the committee will endeavour to match a mentee with a mentor in the same town or city it is not always possible due to the 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 (per listed "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?

To date, TIME has an exceptional track record in matching mentees and mentors, however, we do understand that not all relationships will necessarily be successful. If a mentor or mentee

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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?

While coaching and mentoring share a range of techniques, mentoring provides career guidance and longer-term support, as opposed to the relatively short-term and performance-related purpose of coaching. They are synergistic and complementary.

What's the role of a mentor versus a manager?

Mentoring is not intended to replace the role of the manager. Whilst the manager is responsible for setting work goals and ensuring they are achieved, the mentor focuses on overall career development support.

How much does it cost to participate?

The full fee for participating in the programme for *mentees* is **\$2,200.00 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)

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Graduation Ceremonies and Networking Evenings 2017 / 2018

New mentees will be inducted into the programme during the year and will graduate at one of the three Graduation Ceremonies held during the year.

The number of Intakes held during the year will not be less than four, however will be determined by the demand of mentees.

Programme Number	Intake Dates:	Graduation dates:
Programme 26	26 April 2017	25 October 2017
Programme 27	28 June 2017	07 February 2018
Programme 28	06 September 2017	02 May 2018
Programme 29	07 February 2018	05 September 2018
Programme 30	2 May 2018	24 October 2018
Programme 31	20 June 2018	February 2019

Networking and Graduation Events 2017/2018

- 06 September 2017
- 25 October 2017
- 07 February 2018
- 02 May 2018
- 20 June 2018
- 05 September 2018

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

Airfares and Accommodation for Interstate Mentees

The cost of airfares and accommodation for interstate mentees will be borne by the mentee

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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 9 to 18 a **Photo of yourself** to:
TIME Secretariat:
time@travelindustrymentor.com.au

Expression of Interest – Mentee

Your Name			
Business Name:			
ABN:			
Category Of Business			
Business Address			
State:		Post Code:	
Phone (Mobile):	Phone (Business):		
Email:			
Your Job Title:			
Home Address:			
Website URL:			

Your Age Group:

<input type="checkbox"/>	18 - 25	<input type="checkbox"/>	26 – 30	<input type="checkbox"/>	31 – 35	<input type="checkbox"/>	35+
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Formal Education Qualifications: Please detail here any degrees, diplomas, trade certificates that you may have.

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

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

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

Industry Segment	X	Role	X
Travel Agency- Retail	<input type="checkbox"/>	Consultant	<input type="checkbox"/>
Travel Agency-Corporate Travel	<input type="checkbox"/>	Team Leader	<input type="checkbox"/>
Event Management	<input type="checkbox"/>	Manager	<input type="checkbox"/>
Wholesale Travel	<input type="checkbox"/>	Owner	<input type="checkbox"/>
Hotel	<input type="checkbox"/>	Sales/Account Executive/ Manager	<input type="checkbox"/>
Airline/ Aeronautical	<input type="checkbox"/>	Marketing Executive/ Manager	<input type="checkbox"/>
Consolidator	<input type="checkbox"/>	Product Executive/ Manager	<input type="checkbox"/>

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Insurance	<input type="checkbox"/>	Finance Executive/ Manager	<input type="checkbox"/>
Technology	<input type="checkbox"/>	IT Executive/ Manager	<input type="checkbox"/>
Other	<input type="checkbox"/>	Other	<input type="checkbox"/>

About your business

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

Sole Trader:	<input type="checkbox"/>	Partnership:	<input type="checkbox"/>	Company:	<input type="checkbox"/>
Years of Operation:					
Is Your Business Home Based?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
How many hours per week do you work in your business?					
Describe your business:					

Objectives and out comes wanted from programme.

a) What do you hope to achieve by participating in the mentoring programme?

b) What specific needs do you have for the mentoring relationship?

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- c) What leadership skills and capabilities are you keen to develop?
- d) 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.

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.

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

What outcomes would you expect from a mentoring relationship?

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Please outline your business goals for the next 12 months.

Please outline your business goals beyond 12 months.

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?

<input type="checkbox"/>	Travel Daily	<input type="checkbox"/>	AFTA	<input type="checkbox"/>	Travel Weekly
<input type="checkbox"/>	Travel Bulletin	<input type="checkbox"/>	Word of Mouth	<input type="checkbox"/>	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:

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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)

Monthly Payment of the mentee fees can be made available against a Credit Card.
Monthly Payment Amount (\$366.67. + GST plus applicable Credit Card Charges)

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
 BSB: 032 099
 Account #: 493402

CREDIT CARD PAYMENTS:

Please complete if paying by credit card:

Credit Card Type: <u>Please Indicate Card Type</u>	Visa Merchant Fee charges + 2%	MasterCard Merchant Fee charges + 2%	Amex Merchant Fee charges + 3.5%
Credit Card #:			
Name on Card:			
Expiry Date:		Charge:	\$2,200+GST \$220+Merchant Fee + 2%(Visa) (\$2,248.40)

I understand that if I am accepted into the programme, my credit card will be charged the fee as per above. If I am not accepted, my card will not be charged. I certify that the information provided in and supporting this application is true and correct.

A Tax Invoice will be issued upon receipt of payment.

Please note: The Merchant Fee will be passed on to you on all credit cards.

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 Committee) 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 committee will determine

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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 committee 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 **\$350.00** 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 **\$1,100.00 + GST will apply**.
- If the employer and /or the mentee has paid the Fee of **\$2,200.00+ 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 \$700 to transfer**

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

Signed:	
Dated:	

Please return this completed form from page 13 to 18 to:

Manager, TIME Programme
time@travelindustrymentor.com.au

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.

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