

Scholars – Frequently Asked Questions

Why is my Sponsor referred to as my Mentor on MentorNet?

The title 'Mentor' is embedded into the system. This is why your Sponsor profile is the Company/Organisation name followed by - **SPONSOR**, so that you are able to easily distinguish between the two. E.g., **The Smallpeice Trust – SPONSOR**.

What is the difference between my Sponsor and Mentor?

Your Sponsor is the Company/Organisation that has funded your Scholarship. You should not expect to receive a large amount of communication from them, and do not compare this with your peers as the amount of contact between Sponsors and Scholars varies from Sponsor to Sponsor.

Your Mentor is the person who will offer support, guidance, and advice over the two years of your Scholarship. It is a one-to-one relationship with an individual who has an experience in engineering, and is someone who can draw on, and share, their experience and knowledge with you.

I am matched with my Sponsor, but I cannot message them as I receive an error message when I click on their profile.

If you cannot view your Sponsor's profile, this is because they have not logged into MentorNet and accepted the Privacy Policy. You can still message them by clicking on the 'Message' icon (on the top right-hand side of the web page). This will open your conversations. You can then click 'Create New'. A message box will pop up and you can click the drop down and select your Sponsor from the list.

How often should I contact my Sponsor?

You **must, at least**, contact your Sponsor the **five** times listed below. Reminders are also posted on MentorNet in the News Items.

October of your 1 st year	an introduction, to include your GCSE, Scottish National 5s, or equivalent results and thanking your Sponsor for their kind support
February of your 1 st year	an update of progress and details of any other achievements since October
September Start of your 2 nd year	an update of your progress over the first year of your A levels, Highers or equivalent courses of study and plans for post-school study/employment
February of your 2 nd year	an update of progress since September
August at the end of your Scholarship	a closing letter when you receive your A Level, Scottish Higher or equivalent results, advising of your grades and plans for the future and thanking your Sponsor for their financial support

Please see the Arkwright Engineering Scholarships Handbook for information on how often you should contact your Sponsor.



Why is my Sponsor not responding to my message?

Many of our Sponsors are busy and may not respond promptly. There is a piece in our Arkwright Engineering Scholarships Handbook around this under 'Scholars' contact with their sponsors'. Please do not be concerned if you do not hear from your Sponsor frequently, as it is your Mentoring relationship in which you should expect a more regular response.

When will I be matched with my Mentor?

Some Sponsors provide mentoring, but unfortunately some Sponsors are unable to provide this resource. Therefore, some Scholars are matched with Arkwright sourced Mentors by our Mentoring Coordinator, who is working hard to ensure each match is accurate to your individual needs. All Mentors must pass our safer recruitment checks and complete Mentor Training before they are set up on MentorNet. You will be informed when you have been allocated a Mentor.

Why is my Sponsor not providing a Mentor?

Unfortunately, some Sponsors are unable to provide Mentors. This could be for a variety of reasons, such as they are a Charity with no engineering knowledge, or they do not have the resources in their company etc. In this instance, a Mentor will be sourced for you from the mentoring programme, provided you ticked the box on your acceptance of conditions form. If you would like to change your choice, please email mentoring@smallpeicetrust.org.uk to inform us.

How will I know who my Mentor is?

You will receive an email from the Mentoring Coordinator, this will contain the name of your allocated Mentor. You will also receive an email from MentorNet informing you that you have been matched with a Mentor.

Why do I have to have a Mentor?

Some Sponsors provide Mentors as part of their sponsorship of your Scholarship. Therefore, you must maintain contact with your Mentor, as this is part of their Sponsorship. As a Scholar you must act as an ambassador for Arkwright, as the relationship you uphold may influence the Sponsors decision to provide future funding and support for the Arkwright Engineering Scholarships programme.

Why should I have a Mentor?

Mentoring is a form of training, learning and development and an increasingly popular tool for supporting personal development. It is the long-term passing on of



support, guidance and advice gained from a one-to-one relationship based on encouragement, creating opportunities and support. Please see our Mentoring Guide for Scholars for more information.

Why has my message been moderated?

Your message will be moderated if you have used any inappropriate language or terms. Your message may also be moderated if you have used any buzz words that we need to be flagged for moderation. If a message is moderated, we may delete the message, replace the wording within the message or approve the message as it is. If your message is deleted, you will be informed so you can write a new message. Please do not worry if your message is sent for moderation, there are many ordinary words that are flagged.

What is the Documents tab for on my profile?

This is where your Sponsor/Mentor will upload documents they may want to share with you. This is also where you can share documents with them. If you upload a document for them to see, you will need to send them a message to let them know. Please remember that you **MUST NOT** share any personal information within a document.

What else is on MentorNet?

MentorNet is a useful resource which gives you access to information, and the ability to contact other Mentors and Scholars. There are:

Forums

- [Scholar forum](#) for you to chat to other Arkwright Scholars and ask questions.
- [Engineering Forums: ask a Mentor](#): As some Scholars have many interests in different areas of engineering, and not all Mentors have the knowledge they are after, we have created forums for Scholars and Mentors to ask questions about specific areas of engineering. You can join any of the Forums that you have access to. There are many forums listed under engineering topics where you can post questions to Mentors in the sector of engineering that you are interested in. Please see our [Mentoring Guide for Scholars](#) for the list of engineering sectors.

Websites

- There are many useful website links.

News feed

- Information on important Arkwright events/deadlines.
- Work experience opportunities.
- Apprenticeship information.
- Engineering blogs.
- Engineering news.
- Study tips and advice.



Why can I not send my email address in a message?

Safeguarding is at the heart of what we do, and in order to ensure both your safety and the safety of your Sponsor/Mentor, all communications must take place, and be logged on MentorNet. You must not share any personal contact details.

Why do I need to add virtual meetings and calls to my activity log?

This is important as it ensures we have full visibility of the communications you have with your Sponsor/Mentor. It is also useful for you as you can keep track of your discussions throughout your relationship.

When do I receive my Scholarship award money?

You should expect to receive your payment in late November. Your second year payment is dependent on the completion of your first-year report.

Where can I find the Arkwright Engineering Scholarships Handbook?

You can find the Handbook by clicking this link - [Arkwright Engineering Scholarships Handbook](#).

I have not received my certificate or badge.

Please contact scholarships@smallpeicetrust.org.uk

How do I sign up for a Connect Day?

Information regarding Connect Days will be emailed to you and posted on MentorNet. Details on how to sign up for these events will be in the information included.

I know an engineer who is interested in mentoring. Who should I ask them to contact?

Please contact our Mentoring Coordinator: mentoring@smallpeicetrust.org.uk.

What can I spend my Scholarship money on?

Please see 'Scholarship financial award' in the [Arkwright Engineering Scholarships Handbook](#).

If you have any further queries not listed here, please contact mentoring@smallpeicetrust.org.uk

