

Frequently Asked Questions

General Help and Support

- How do I get support if I get stuck at any time?

We aim to explain what is expected of you at each stage of your journey but appreciate we all get a bit stuck at times. If you do need any further support, please check if your question is within these FAQs first. If you can't find the answer, simply email PTOnline.support@princes-trust.org.uk. We'll get back to you as soon as possible, and certainly within three working days.

- Oops! I've lost my log-in details to Prince's Trust Online

Don't worry! Please email PTOnline.support@princes-trust.org.uk and we will reset your password for you. So that we can identify you, please contact us from your registered email address or provide us with the email address with which you registered.

- Help! I can't find the login page for Prince's Trust Online

You can access Prince's Trust Online here:

https://princestrust.fuseuniversal.com/users/sign_in

Recruitment and Training

- How many stages are there to the recruitment process?

There are three main stages to the recruitment process:

1. Online application form – this form asks a few details about you and which programme you'd like to mentor on. You'll need to complete this form in one sitting as you can't save it. We ask for two referees so please have these details to hand before starting the form.
2. Video Interview – This can be done at a time and place convenient to you on mobile, tablet or computer. You record answers to five questions which is then reviewed by our Digital Volunteering Team.
3. Online training – there are five core modules with bitesize content in each to tell you about The Trust, the young people we work with, your role as an e-mentor and support available to you throughout your mentoring with us.

Once you let us know you've completed the training, we'll get you matched with a mentee as soon as possible, usually within a week.

- The application form asks for referees – do I need to give these details?

Yes, we will need to have received a satisfactory reference before we match you to a young person. Remember that this process is likely to be quicker if you let your referee know that you've included them in your application.

- How long does the recruitment process take to complete?

The whole process, including training, should take no more than 3 hours. The application form takes between 5-10 minutes, the video interview around 20 minutes and the online training just over 2 hours. You can spread the process over a few days and there is guidance to help you every step of the way.

- How long do I have to complete the recruitment process?

Once you have completed the application form we would like you to complete the video interview within 7 days but appreciate that this may take longer in some cases. Once you've been given a login to Prince's Trust Online we ask that you complete the training within 7 days and this is broken down into bite-size pieces which you can complete at a pace that suits you. We appreciate this may take longer in some cases so we'll send you regular reminders to complete the training so we can get you matched as soon as possible.

- I am a bit nervous about the online video – what if I make a mistake whilst answering the questions?

Remember that your on-screen performance doesn't have to be perfect. The video is an opportunity to find out a little more about you so relax and be yourself. During the interview, you'll be guided throughout and given thinking time to respond to each question. Although you can't stop and begin your recording again, most applicants tell us that they have enough time to cover all points.

The video is 5 questions that you will get to see before you start so you do have a bit of preparation time. Speak clearly and with confidence and most applicants find that they have sufficient time to get their answers over well and cover all points.

- When will I get my first mentee?

When you've completed the five training modules you will be asked to confirm that you're ready for your first mentee. We'll then match you to your mentee within 7 days and share with you some details via email about who they are and how to get in touch with them.

Mentoring

- How do I engage with my mentee?

You should initiate and maintain contact with your mentee through Prince's Trust Online. This allows you to talk via Skype and online chat, as well as recording a summary of your contact in the 1-2-1 area. Please note that we'd like you to send the first message to your mentee. You should agree how and when you'll have online meetings with your mentee depending on what works best for you both. Usually these will last an hour a week with some extra time for messaging and brief updates. Remember that you and your mentee may prefer to meet at different times, so do discuss this. Please also remember to log in occasionally at other times to see if you have any messages from your mentee.

- I'm not notified when I receive a live chat message, why is this?

As we are still developing Prince's Trust Online we know it's not perfect yet. Notifications for live chat is at the top of our development list and we're working hard to get this delivered. In

the meantime, we recommend you do a quick daily check of the platform to see if you have any messages from your mentee.

- I've messaged my mentee but haven't heard anything. What should I do?

Don't worry, this can happen occasionally. Remember that your mentee may be online at different times from you, so it's important to discuss this at your first meeting. If you haven't had that discussion, please try at three different times of the day. If that doesn't work, please contact PTOnline.support@princes-trust.org.uk and one of the team will get back in touch with you. We'll contact the young person directly to find out what's happening.

- Where do I go for help about Business, Employment or support issues that my mentee raises?

We don't expect you to know the answer to everything. On Prince's Trust Online you'll have access to a range of online communities where you can speak with other e-mentors and share best practice. We'll also provide you with comprehensive training and resources. If you have any questions that the communities and guidance can't answer, please contact PTonline.support@princes-trust.org.uk and we'll get back to you. Please don't worry about doing this – it will help improve the service we offer overall.