QUT Career Mentor Scheme
2015 Student Information Booklet

Mentoring Makes a Difference
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The Mentoring Process: A Checklist

Before

☐ Attend Briefing Session

☐ Carefully review the information provided in this booklet

☐ Update resume

☐ Determine career goals and expectations

☐ Check student email and CareerHub for mentor match

☐ Contact mentor via telephone or email immediately to arrange a meeting

During

☐ Create and sign mentoring agreement

☐ Attend launch function with mentor

☐ Arrange regular meetings with mentor

☐ Attend events with mentor

☐ Attend end-of-year function with mentor

After

☐ Thank mentor for their time and assistance

☐ Complete student reflection
Welcome to the Career Mentor Scheme!

The Mentor Scheme allows you to connect with an experienced professional, who can provide you with industry insight, career support and networking opportunities.

The Mentor’s Role
A mentor is an individual who can provide valuable knowledge, skills and information gained from years of professional experience. They are often dedicated to nurturing the new generation of industry professionals.

The Student’s Role
You are looking to benefit from their mentor’s knowledge and guidance to assist with the transition between university and the workplace. You are responsible for your own learning and as such, drive the process.

<table>
<thead>
<tr>
<th>Mentor Responsibilities</th>
<th>Mentee Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide industry information, insight &amp; knowledge</td>
<td>Contact mentor and schedule meetings and provide feedback on sessions</td>
</tr>
<tr>
<td>Listen with an open mind, challenge and encourage the</td>
<td>Work to develop trust and foster the mentor relationship</td>
</tr>
<tr>
<td>exploration of ideas</td>
<td>Communicate expectations, needs and feelings</td>
</tr>
<tr>
<td>Facilitate mentee learning</td>
<td>Deeply consider career goals and aspirations, and discuss these</td>
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<td></td>
<td>openly with mentor</td>
</tr>
<tr>
<td>Provide career development strategies for achieving</td>
<td>Take responsibility for learning, embracing it with enthusiasm and</td>
</tr>
<tr>
<td>development goals</td>
<td>commitment</td>
</tr>
<tr>
<td>Teach specific skills including career planning, goal</td>
<td>Listen and take appropriate action</td>
</tr>
<tr>
<td>setting, job seeking and resume writing</td>
<td>Learn to accept feedback and use it positively</td>
</tr>
<tr>
<td>Coach a healthy work lifestyle and attitude</td>
<td></td>
</tr>
<tr>
<td>Provide feedback on observed performance</td>
<td></td>
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Before

*Please refer to the information on the following pages before entering the mentoring relationship.*

Dos and Don’ts

**Do**
- Contact your mentor via phone and/or email within three days of receiving their contact details
- Continue trying if you can’t contact your mentor initially
- Contact the Career Mentor Scheme Coordinator if you are unsuccessful in contacting your mentor on several occasions via telephone and email
- Meet your mentor physically before the launch event
- Establish the framework, schedule and expectations at your first meeting
- Attend the Career Mentor Functions with your mentor, if they are available
- Attend the Career Mentor Functions without your mentor if they are not available, other industry professionals could be valuable contacts for you
- Conduct yourself professionally while dealing with your mentor, as a mentee, you are representing QUT
- Be proactive and drive the mentoring relationship to its full potential
- Prepare for the networking events in advance, particularly if you are nervous. See the Resources page of the Career Mentor Scheme website
- Contact the Career Mentor Scheme Coordinator if your mentor is not participating in the mentoring relationship
- Contact the Career Mentor Scheme Coordinator if your mentor is acting outside the boundaries of the mentoring relationship, or if you are aware of ‘red flags’
- **Thank your mentor at the end of the year for their support, effort and involvement.**

**Don’t**
- Contact the Career Mentor Scheme Coordinator to see when or if you have been matched, we notify all students in time – there are approximately 900 students to match!
- Miss this opportunity by not using your mentor to support your career development

**What Mentors Can’t do for Students**

**All students**
- Be the driver of the relationship and continually chase up their student
- Be a professional referee before getting to know their student
- Give students a job or work experience at the student’s request

**International Students**
- Assist students to obtain permanent residency or work visas. Do not discuss this with your mentor
- Sponsor students to stay in Australia
- Be an English tutor, or correct grammar and English in assignments
Resumes

Your resume is a good way to introduce yourself to your mentor, as they will be able to easily see your career progress to date and understand who you are and where you wish to go. Mentors often have managerial experience, and can give you resume advice from an employer’s perspective.

As such, it is a great idea to provide your mentor with a resume, via email or in a face-to-face meeting.

Careers and Employment have developed resources in consultation with industry, as a guide to assist you with your resume. Access can be found at www.careers.qut.edu.au/student/feedback.jsp.

Before you meet your mentor, ensure you:

- Create your resume or update an existing resume
- Check your resume through Careers and Employment (if needed). You can email careers@qut.edu.au or attend a drop-in session at 11am each day at KG or GP Careers and Employment locations

Goals and Expectations

Before meeting with your mentor and entering into a mentoring relationship, it is important for both parties to formulate a plan of what they wish to achieve out of the experience. Consider your goals and expectations in your participation with the Scheme and discuss these with your mentor at your first meeting.

List your goals and expectations for your participation in the Career Mentor Scheme

1. ____________________________________________________________
   ____________________________________________________________

2. ____________________________________________________________
   ____________________________________________________________

3. ____________________________________________________________
   ____________________________________________________________

Objective Setting

The next step is to set yourself some achievable objectives to use for discussion in your first meeting with your mentor, along with your goals and expectations.

Objectives are best coupled with an action plan or action statements of how you are going to achieve them, given here is a list of activities you can undertake with your mentor. Objectives should be Specific, Measurable, Achievable, Realistic, and should be within a certain Time Frame (SMART).

Example objectives:

- Expand my network within my industry to include on average two new contacts a month
- Improve both my written and verbal communication skills to a professional level by asking my mentor to critique some of my assignments and undertake a practical placement in second semester
List your three main objectives for your participation in the Career Mentor Scheme

1. ____________________________________________________________________________
   ____________________________________________________________________________
2. ____________________________________________________________________________
   ____________________________________________________________________________
3. ____________________________________________________________________________
   ____________________________________________________________________________

Helpful Questions

Goals, Expectations and Objectives

- Am I clear in my own goals and expectations?
- Have I identified what my main areas of professional interest are?
- What specific actions and assistance will I request from my mentor?
- Can I make practical suggestions for activities we can engage in as part of the Scheme?

Contacting your mentor

Mentors are often overwhelmed by many emails during the day and communicating on a daily basis may not be possible. Method and frequency of communication between you and your mentor should be discussed at your first meeting, and a schedule put in place, e.g. one week turnaround on emails.

If you do not have an immediate response from your mentor when you initially contact them, try all forms of communication available to you. Ensure you call two or three times, and follow up with an email a couple of days later. Your mentor will appreciate your persistence as they are expecting to hear from you.

If you still are unable to contact your mentor after multiple attempts using all available contact options, please notify the Career Mentor Scheme Coordinator at mentor@qut.edu.au.

Remember that you are representing QUT in your role as a mentee within the Scheme and should conduct yourself professionally while dealing with your mentor.

Mentoring Time Limits

There are no restrictions to the time allotted to spend your mentor. Student and mentor should determine their schedule based on individual availability.

It is important to set the framework and schedule for your mentoring relationship during your first meeting. **One hour per fortnight** tends to be the average time spent on mentoring activities. Mentoring activities can include:

- Face-to-face meetings
- Networking events
- Emails
- Workplace visits
- Telephone calls
- Instant messaging
Distance Mentoring

Some mentors will be located intrastate, interstate even overseas. This means that unless your mentor visits Brisbane, you will not have the opportunity to meet face-to-face. Often distance mentors are leaders in their field, and facilitate an excellent mentoring relationship.

Phone and Skype communications tend to be the most successful way of building rapport and developing the mentoring relationship. Some tips to assist with long distance mentoring include:

- Communicate at a regular time – e.g. every month
- Communicate online together via instant messaging – e.g. MSN, Skype, Yahoo and Facebook
- Often mentors within Australia travel to Brisbane, so discussing upcoming trips and meeting during those times is often worthwhile
- Some mentors have contacts and offices in Brisbane and may be able to arrange for their mentee to meet these contacts and representatives of the business

During

Please refer to the information on the following pages while matched with your mentor.

Mentoring Agreement

A mentoring contract or written agreement is a tool students and mentors may use to formalise their arrangements and plan activities. An agreement allows participants to be clear on what they wish to achieve from the process and plans how to accomplish these objectives. This agreement is amendable by both parties at any time.

Whilst this is not a requirement of the Career Mentor Scheme, and it is understood some relationships work on a more informal basis, developing an agreement often increases commitment to the process and can be a useful starting point for discussions between mentor and mentee.

If you choose not to use a written agreement, it is recommended you specify how your mentoring relationship will meet expectations and achieve objectives. However you choose to communicate what you wish to achieve, it is often useful to have something specified in writing.

An example mentoring agreement is available on the next page of this handout for you and your mentor to discuss at your first meeting. A digital version of this agreement is available from the Resources link on the Career Mentor Scheme website www.careers.qut.edu.au/student/mentor.
Example Mentoring Agreement

Date of commencement:
Name of mentor: ______________________________ Name of mentee: ______________________________

We have agreed on the following goals and objectives as the focus of this mentoring relationship:
1. 
2. 
3. 

Communication methods and Frequency
Here you can outline the frequency and nature of the meetings. Think about any restrictions regarding contact – e.g. Not during working hours, preferably by email, whether you agree that mobile phone contact is ok etc.

As the mentor I undertake to…….
The mentor summarises the responsibilities agreed to in order to achieve the objectives. E.g. Introduce the mentee to relevant networks and colleagues; Provide feedback on the mentee’s progress towards learning objectives; Advise on relevant professional reading etc.

As the mentee I undertake to…….
The mentee summarises the responsibilities agreed to by the mentee in order to achieve the objectives. E.g. Keep a reflective journal; Attend two networking functions during the year; Seek out additional avenues of learning and skill development etc.

Activities
Bullet point some concrete activities or topics of discussion that will help the mentor and mentee achieve their goals.
*This section may need a page of its own*

Problems/Help:
Specify ways in which you will seek help or overcome difficulties as they arise. E.g. Keep open lines of communication and be honest and tactful when broaching difficulties; Request assistance from the Career Mentor Scheme Coordinator if needed; Keep regular contact by phone if meeting face-to-face becomes too difficult for a period etc.

Other:
You may wish to include any other items of importance to the mentoring partnership. E.g. Confidentiality, time periods where one party will be away etc.

Review of the mentoring partnership
You may wish to agree to come back to your objectives and action plan periodically to reflect on the achievements made and to consider whether there should be any adjustments or new objectives.
Insurance

The Career Mentor Scheme is **not a work experience program**, and no promise of employment is made or sought in a mentoring relationship. However, work experience may result from the mentor relationship and QUT insurance is able to cover students if this eventuates.

Insurance for the QUT Career Mentor Scheme covers students undertaking site and office visits, and any unpaid work experience resulting from their mentor. However, work experience and/or site and office visits must be related to the student’s field of study and supervised either by their mentor or someone appointed by their mentor.

QUT carries an insurance policy that is relevant to student’s activities within the Career Mentor Scheme: *Public and Products Liability, Professional Indemnity, Medical Malpractice and Group Personal Accident*.


Suggested Activities

As the mentee, you should be the driver of the mentoring relationship. Make contact with your mentor immediately after receiving their contact details and set up a time to meet with them as soon as possible.

Below is a list of suggested discussions and activities. This list is not exhaustive, and some ideas may not be applicable to your industry.

**Tick which activities you wish to pursue with your mentor.**

**Discussions to be had...**

- The mentor’s background and career path to date
- Key tasks and duties within the mentor’s current position
- Student’s current career goals and expected career path within the field
- Areas of specialisation and job opportunities within the field in and specifically for graduates
- Strategies to improve the student’s ability to gain employment in the field
- Choosing subjects
- Current trends, issues, and areas of interest
- The relationship between theory and practice, i.e. discuss university assignments from a practical viewpoint
- Ethical considerations of your industry’s practice and conduct
- Registration pathways and requirements, e.g. Psychology, CPA program etc.
Practical ideas to implement...

- Resume critique and fine tuning using an employer’s point of view
- Feedback on application letters
- Interview preparation and practice
- Shadow mentor or another nominated staff member giving exposure to daily activities
- Attend meetings with mentor and hold follow up discussions
- Accompany mentor to association events, seminars or training and development activities
- Ask to network with mentors contacts in the department / industry
- Ask to tour mentor’s workplace and explain how different roles rely upon each other
- Become involved in a project, ensuring achievable outcomes exist for both parties
- Gain practical work experience (if appropriate)
- Ask about the task descriptions of different jobs in the field
- Ask for past examples of work completed and assessments of why it was, or was not, successful or effective
- Ask for access to a recent graduate to get insight into what to expect as a new graduate in the mentor’s organisation

Helpful Questions

Suggestions for topics at first meeting

In your first meeting with mentor you need to discuss goals, articulate objectives and set plan of meetings/points of contact in advance.

- Do we wish to create a written agreement or formal contract?
- What are our goals and expectations and are they congruent?
- What activities can I do to help me achieve my goals?
- How often do I expect to meet/make contact with my mentor?
- When will I be busy or away and when will the mentor be away? Plan the year.
- Will we physically meet? If so, where and for how long?
- How long will the relationship last?
Potential Difficulties and Strategies to Overcome Them

The table below outlines a list of problems that students have encountered and some suggested strategies for overcoming these problems.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>STRATEGY</th>
</tr>
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<tbody>
<tr>
<td>Difference in expectations</td>
<td>Ensure that there is open communication at all times. Don’t expect your mentor to know what your expectations are. You need to ensure each party knows what the other wants to gain from the relationship. Talk about your expectations at your first meeting.</td>
</tr>
<tr>
<td>Time commitments – work, assignments etc.</td>
<td>Use all forms of communication – telephone, email and face-to-face. Try setting dates and times in advance to help with scheduling other commitments (uni, work, etc.).</td>
</tr>
<tr>
<td>Personality clashes</td>
<td>Please contact the Career Mentor Scheme Coordinator ASAP so that the situation does not get out of hand. Rematching is possible in extreme cases.</td>
</tr>
<tr>
<td>Places to meet</td>
<td>Meetings do not necessarily have to take place at the mentor’s work; it may be more convenient to meet for lunch/coffee. Be creative and flexible in your approach.</td>
</tr>
<tr>
<td>Activities with your mentor</td>
<td>Refer to the activities and discussions section on the previous page, ask other students what they cover with their mentor, or contact the Career Mentor Scheme Co-ordinator for suggestions.</td>
</tr>
<tr>
<td>Professional interests are not aligned</td>
<td>It is almost impossible to facilitate a perfect match of professional interests; however we do match as closely as possible. Many of the activities sought in mentoring are general and any experienced professional can assist. If you have specific interests, ask your mentor if there are contacts within their networks who you could also talk with.</td>
</tr>
<tr>
<td>Unable to contact your mentor</td>
<td>Please be aware that your mentors are busy people but do genuinely want to be involved. If they are a little slow in responding please be politely persistent. If, however, their phone number or email is incorrect or they do not respond after continued attempts, contact the Career Mentor Scheme Co-ordinator.</td>
</tr>
<tr>
<td>Mentor doesn’t contact you</td>
<td>It is your responsibility to make contact with your mentor and their right to determine how much time they can spend with you, so once again, be politely persistent.</td>
</tr>
<tr>
<td>Your details or your mentors details change</td>
<td>Please inform the Career Mentor Scheme Co-ordinator via email if your mentor’s or your personal details change, this will ensure that you receive all relevant correspondence.</td>
</tr>
<tr>
<td>Mentor can’t allow you into their workplace or give you work experience or employment</td>
<td>Work experience is not a requirement of the Career Mentor Scheme and in some cases will not be possible. If your mentor cannot facilitate work experience, use their network and ask if there is anyone you may approach. Employment should not be an expected outcome of the Scheme.</td>
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Helpful Questions

Ongoing process

Work with your mentor to achieve your objectives. As a general rule you should be making contact at least once a fortnight, either face-to-face, on the phone or via email.

- As well as my mentor, what other resources can I access?
- Is there anyone I would like to meet that my mentor could facilitate?
- Is my mentor part of any associations or events I could attend?
- How can I add value to the process, what will my mentor be able to learn from me?
After

*Please refer to the information below on completion of the mentoring relationship.*

**Student reflections**

Reflective practice involves recording and monitoring your learning experiences, becoming critically aware of the processes taking place and the increase in your skills and knowledge. A reflective journal can serve as:

- A record of your mentoring relationship
- A tool for reflecting on your professional activities
- A means of reviewing your progress and enhancing your learning

Students within the Career Mentor Scheme are encouraged to record and reflect on **FIVE** of their contact points with their mentors, whether that be face-to-face meetings, telephone calls, emails or other contact. These reflections are due in October/November after the exam period. While these reflections are not compulsory, if students have had sufficient contact and been able to provide reflections then they will be able to receive the following:

1. Certificate of participation from the Manager of Careers and Employment
2. Reference letter outlining details of the Career Mentor Scheme

The scheme coordinator will email you with further details about reflections towards the end of the year.

**What can you write about?**

Each entry must be at least **five lines in length** and contain reflective, critical thinking, rather than a catalogue of interaction. Students are to reflect on contact with their mentor – meetings, emails, workplace visits or any other points of learning gained from interaction you had.

STARL, is a framework for structuring and reflecting on experiences, and is as follows:

- **S** ituation, the context of the experience
- **T** ask, what was required of you in that situation
- **A** ction, what you actually did
- **R** esult, what happened and what the outcomes were
- **L** earnt/Plan, reflection on the key element of your actions and what you might do differently if you had the opportunity

**End of Year**

If you’ve had an outstanding mentor, then nominate your mentor for our ‘Mentor of the Year Awards’. Nominations will be called for in September each year and presented at the end-of-year function.

Also, complete the student survey to give us feedback and let us know how you like the program. Later, you could keep us up to date with your career journey by dropping us a line via the email mentor@qut.edu.au.
Timeline: What Happens Now?

**FEB / MARCH**
Briefing Sessions for mentees and matching.

**APRIL**
CMS launch function. This is a great opportunity to also meet other mentors and mentees participating in the Scheme. Depending on the timing of your allocation, it is a good idea to meet face-to-face with your mentor before this function.

**MAY / JUNE**
Progress reports will be requested from you and your mentor to ensure contact has been made and the relationship is progressing well. If you have not contacted your mentor, your participation in the Scheme will be evaluated. If the match is cancelled, we will endeavour to rematch you with another mentor.

**JULY / AUG**
Mid-Year Event. An opportunity for mentors and mentees to meet again in an informal setting and network with other participants in the Scheme.

**OCTOBER**
End-of-year function. This function thanks participants for their efforts throughout the year, and involves presentation of the Mentor and Mentee of the Year awards. You may like to nominate your mentor!

**NOVEMBER**
Mentors and Mentees are invited to give us feedback about the Scheme. Students who are not graduating may continue with their Mentors the following year by sending email confirmation at this time.

**DECEMBER**
Although the Career Mentor Scheme has officially ended, we encourage mentors and mentees to keep in touch.

Frequently Asked Questions

More FAQs are available on the Career Mentor Website

Am I guaranteed a mentor?
While every effort is made to match you, it is not always possible and therefore a match cannot be guaranteed. It depends on the number of students that register within your discipline and the number of mentors available for that year.

I have approached someone to be my mentor. How do they become involved?
The Career Mentor Scheme Coordinator can assist students who have sourced an industry professional who is willing to act as a mentor. It is a requirement for your mentor to register for the Scheme via CareerHub. This will formalise the mentoring relationship and enable both parties to take advantage of the benefits offered to participants in the Scheme (insurance, invitations to networking events etc.).

If your potential mentor requires further information regarding the Scheme please direct them to the information on our website at www.careers.qut.edu.au/employer/mentor or ask them to phone the Career Mentor Scheme Coordinator on 07 3138 2687 or email mentor@qut.edu.au. If you would like us to contact your mentor directly, please let us know using the information above.

Please ensure that you notify the Career Mentor Scheme Coordinator of your mentors name so that you are allocated to one another upon registering.

I do not feel that my interests align with that of my mentors. Can I be reassigned an alternative mentor?
As a general rule we do not reassign students. We assign mentors based firstly on a student’s selected discipline and secondly on a student’s stated professional interests. The Career Mentor Scheme is about
connecting students with industry. In the situation where your assigned mentor does not possess the exact professional experience that you were seeking, they should still be viewed as a valuable contact. Mentors may be able to introduce you to colleagues or contacts with their networks who might work in area you are interested in. To discuss this further, please contact the Career Mentor Scheme Coordinator at mentor@qut.edu.au.

I cannot contact my mentor
Please see the ‘Contacting your Mentor’, and ‘Potential Difficulties and Strategies for Overcoming Them’ sections within this booklet. If you unable to contact your mentor after exhausting all these options please notify the Career Mentor Scheme Coordinator at mentor@qut.edu.au.

How will I know if I have been allocated a mentor?
Please see the ‘Contacting your Mentor’ section within this booklet.

What if I miss out on a mentor?
The Career Mentor Scheme Coordinator will notify you via email if you are not allocated a mentor. We cannot guarantee a match as the demand for mentors often exceeds the number of mentors available in particular disciplines. The Career Mentor Scheme Coordinator is continually recruiting mentors so if you miss out on a mentor in the initial matching round, your registration is kept active for the remainder of the year, in case a suitable mentor becomes available.

I have been allocated a mentor, what should I do now?
Please see the ‘Contacting your Mentor’ section within this booklet. Note that any students who have not contacted their mentor may have their participation in the Scheme revoked and their mentor allocated to another student.

Help, Advice and Further Information

The Career Mentor Scheme website has information and links to pages on mentoring. You will also receive emails from the Career Mentor Scheme Coordinator with further information and invitations to all Mentor Scheme events held throughout the year.

QUT offers support by providing a Coordinator who is available to assist mentors and students with issues that may arise. Please contact:

Diana McCluskey
Career Mentor Scheme Coordinator
Ph: 07 3138 2687
Email: mentor@qut.edu.au

The QUT Career Mentor Scheme is administered by Careers and Employment. The Careers & Employment reception is located on Level 5, Y Block, Gardens Point Campus.

Careers and Employment Locations

Gardens Point Campus
Level 5, Y Block
Ph: (07) 3138 2649
Email: careers@qut.edu.au

Kelvin Grove Campus
Level 4, C Block,
Ph: (07) 3138 3488
Email: careers@qut.edu.au

Caboolture Campus
Level 1, J Block, Tallon Street
Ph: (07) 5316 7576
Email: careers@qut.edu.au
QUT Support Services

Mentors are not professional career counsellors. As a student, you may wish to make use of QUT’s professional support services in conjunction with your mentoring relationship.

**Careers and Employment - www.careers.qut.edu.au**
Job opportunities, career counselling appointments, resume checking service, resume writing workshops, interview and employment skills, graduate destinations or work experience.

**Counselling Service - www.counselling.qut.edu.au**
Professional, confidential and free counselling.

**Student Guild - www.guildonline.net**
A casual employment service advertising part-time and non-professional employment for students. Also offers a number of support services, campus facilities and events.

**International Student Services (ISS) - www.issupport.qut.edu.au**
Information on language, learning and student life, including employment issues such as visa requirements etc.

Save the date!

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<tr>
<th>Event</th>
<th>Date</th>
<th>Discipline Groups</th>
<th>Venue &amp; time</th>
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</table>
| Kelvin Grove Launch Function        | Wednesday 29<sup>th</sup> April | Health  
Education  
Creative Industries | Kelvin Grove Campus |
| Gardens Point Launch Function       | Thursday 30<sup>th</sup> April | Law  
Business  
Science and Engineering | Gardens Point Campus |
| Mid-Year Event                      | July/August           | All disciplines – faculty specific talks to TBC        | TBC                   |
| End of Year Function including Awards | TBC                   | All disciplines                                       | Gardens Point Campus |

Events – these are integral to the program and are an additional opportunity to meet industry professionals and build your network. Careers and Employment run a networking workshop to providing hints and tips about the dos and don’ts of attending events.

REMEMBER – When you RSVP to say that you would be attending an event quite a few activities are generated - we included you in our order/budget for catering and ensure you feel welcome with your own name tag for the event. It also allows us to confirm numbers in our budget for staff who are required to help with the event. Please attend if you indicate you will.