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MEDHAVI SKILLS UNIVERSITY, SIKKIM

STANDARD OPERATING PROCEDURE (SOP) FOR MENTORING OF WOMEN STUDENTS

W.e.f.: 04th March 2025

This SOP sets out the process for allocating mentors, conducting academic, workplace, career and peer mentoring, recording support and reviewing women students' participation. It gives operational effect to the University's Policy on Women's Access and Participation in Higher Education.

Objectives

The objectives of this SOP are to:

1. Provide every enrolled woman student with a named faculty mentor.
2. Arrange timely academic, personal and career guidance.
3. Record sessions, referrals and follow-up while protecting confidentiality.
4. Review coverage, student feedback and unmet support needs.

Scope

This SOP applies to women enrolled in diploma, undergraduate, postgraduate and doctoral programmes across all campuses, including students undertaking on-the-job learning (OJL). It applies to faculty, staff, alumni, industry mentors and peer mentors supporting these students. Shared activities remain open to other eligible students.

Procedure

Allocate and Communicate Faculty Mentors

Every enrolled woman student shall have a named faculty mentor. Heads of Schools shall complete allocation within 30 calendar days of the start of the student's first semester and provide the mentor's contact details. Where a mentor becomes unavailable, a replacement shall be assigned within 10 working days. Schools shall distribute mentoring duties equitably, taking account of staff workload, programme requirements and student support needs. Requests for a change of mentor shall be considered confidentially, without disadvantage to the student. A faculty mentor shall ordinarily have not more than 20 mentees, and Heads of Schools shall review each mentor's workload before allocation.

Plan Semester Meetings

The first meeting shall take place within two weeks of allocation. Mentor and mentee shall agree semester goals and meet at least twice each semester, with at least one in-person meeting where the student's location permits. For students away on OJL, an accessible remote meeting shall be provided. Additional support shall be arranged when a need is identified.

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Provide Academic and Personal Guidance

Mentors shall support academic planning, attendance, skill development, adjustment to University life and identification of barriers to continued study. Matters requiring professional counselling, financial assistance or specialist support shall be referred to the responsible office.

Conduct OJL Mentoring

For every OJL placement involving a woman student, a faculty member shall undertake at least one site visit, meet the student and OJL guide, and review learning, progress, workplace conditions and support needs. Where a site visit is prevented by a documented constraint, the school shall arrange a recorded remote review and determine whether an in-person follow-up is required. Students shall be told how to raise workplace safety or harassment concerns.

Provide Career and Industry Mentoring

CCDP shall provide career guidance, mock interviews, group-discussion practice and employability support. Women enrolled under Work Integrated Skills and Education (WISE) shall receive information and guidance on the Industry Mentorship Programme. Programme-based career readiness and communication courses may complement mentoring; course enrolment alone shall not be counted as a mentoring session.

Arrange Peer Mentoring

Schools shall arrange a Buddy Program or equivalent senior–junior mentoring, with women participating as mentors and mentees. Peer mentors shall be briefed on boundaries, confidentiality and referral routes; they shall not provide professional counselling or investigate complaints.

Referrals and Student Safeguards

Sexual harassment concerns shall be referred promptly to the ICC; discrimination concerns shall be referred to the EOC, and other matters to the relevant grievance or support mechanism. Mentors shall not investigate complaints or require students to use mentoring before approaching a competent body. Immediate safety concerns shall receive urgent assistance. No student shall face retaliation for seeking support or reporting a concern.

Responsibilities

EOC: Shall coordinate implementation, mentor orientation, participation review, feedback and corrective action.

Heads of Schools: Shall allocate and replace mentors, manage workload, ensure meetings and verify records.

Mentors / CCDP: Shall provide support, record sessions, make referrals and follow up agreed actions within their remit.

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Students / peer mentors: Shall participate in goal setting, observe boundaries and communicate support needs or concerns.

Review

This SOP shall be reviewed at least once every three years, or earlier if required due to changes in applicable legislation, University requirements, operational practices or identified needs for improvement.

