Introduction

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About the Quality Mentoring System

Mentor Canada developed the Quality Mentoring System (QMS) to support organizations in demonstrating, contextualizing, and advancing the quality and impact of their mentoring programs and initiatives.

The evidence-informed, yet adaptable, QMS represents an important evolution in the understanding of program quality. It proposes interrelated tools, resources, and learning opportunities, empowering organizations, initiatives, and programs to advance innovation and bolster their impact.

This innovative principles-based approach to quality honours the intrinsic value of the mentoring relationship, acknowledges the uniqueness of programs and initiatives, and provides guidance, rather than prescription, for equitable and effective programming.

Tools & Learning Opportunities

The Quality Mentoring System is designed to support mentoring programs at any point in the delivery or conceptualization of a mentoring initiative. The QMS does not need to be completed in any specific order and each tool and learning opportunity can be revisited.
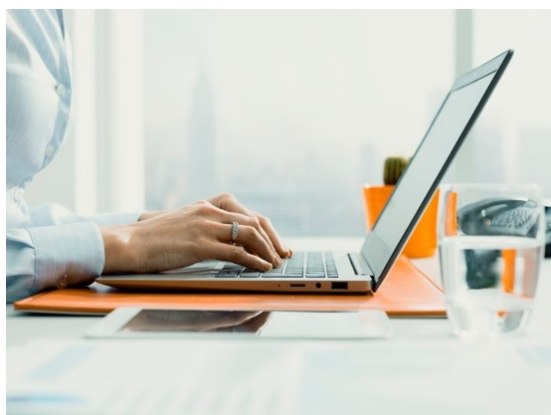
Principles of Quality Mentoring Self-Assessment

The *Principles of Quality Mentoring Self-Assessment* invites programs to take a comprehensive look at their own practices and at all dimensions of quality mentoring programming. The principles approach offers flexible guidance to assess quality within a program's unique context. The tool is designed to encourage reflection, inspire discussions, and

generate new ideas about program enhancements and opportunities.

assessment.qualitymentoring.ca

Innovation Plan

The *Innovation Plan* provides mentoring programs and initiatives with evidence-informed tools and techniques to systematically advance the quality of their mentoring program. The Plan guides programs through three steps focused on quality. Completing the Innovation Plan can support programs to set realistic goals, test ideas, learn from their improvement efforts, and plan for program-wide improvements and innovation.

plan.qualitymentoring.ca/en

Community of Practice

Mentor Canada convenes and facilitates the only National Community of Practice on Mentoring in Canada. This unique environment engages a community of mentoring professionals with one common goal: supporting each other and young people through impactful mentoring opportunities. The Community of Practice offers highly focused discussions, critical insights from subject matter experts (researchers and practitioners), and helpful evidence-based mentoring resources. The Community of Practice convened by Mentor Canada will strengthen the mentoring ecosystem in Canada, build networks, provide a forum for the latest mentoring evidence and insights, and provide access to exclusive content.

community.qualitymentoring.ca

Technical Assistance and Capacity-Building

We prioritize and value long-term collaborative relationships. If you are not sure where to start, have some questions, or just want to speak face-to-face with someone, we would be happy to hear from you! No-cost support is available at any time. We are here to celebrate your wins, offer nuanced and balanced advice, and co-construct solutions to your most pressing challenges.

Contact Us for Support:
By Email: Contact our Quality Mentoring and Capacity-Building Specialist: Ben Dantzer
- **Drop-In Hours:** We host regular drop-in hours on Wednesday from 2-4 pm Eastern time. Drop by to have face-to-face chat with our Quality Mentoring and Capacity-Building Specialist via Zoom. No appointment is needed.
CLICK HERE to join the Drop-In Hours Call

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Get Started and Create an Account

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Get Started and Create an Account

To get started with the *Quality Mentoring System*, you need to create an account with Mentor Canada. Creating an account with Mentor Canada will give you access to our various products and services.

1.0 Go to: qualitymentoring.ca

1.1 You will land on the main page of the Quality Mentoring System which provides an overview of the different tools. Click [Sign in] located in the top right-hand corner of the page.

1.2 From the "Sign in" page, click "**Create an Account**"

1.3 You will be invited to complete your user account information.

1.3.1 Click [Create account] to complete your registration.

1.4 A confirmation message appears on the page advising you to check your email for the next steps.
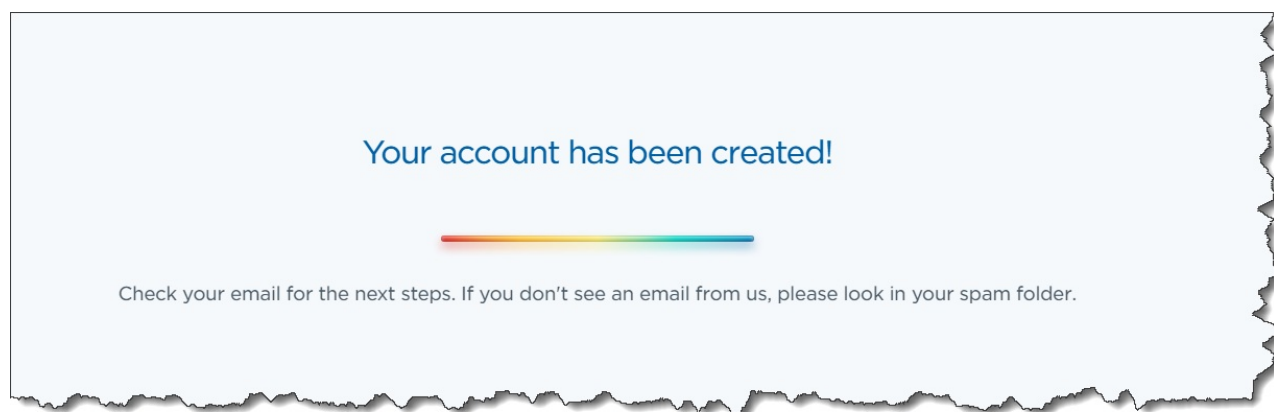
1.5 Look for the following email in your inbox. Click "**Activate account**" to finalize your account creation.
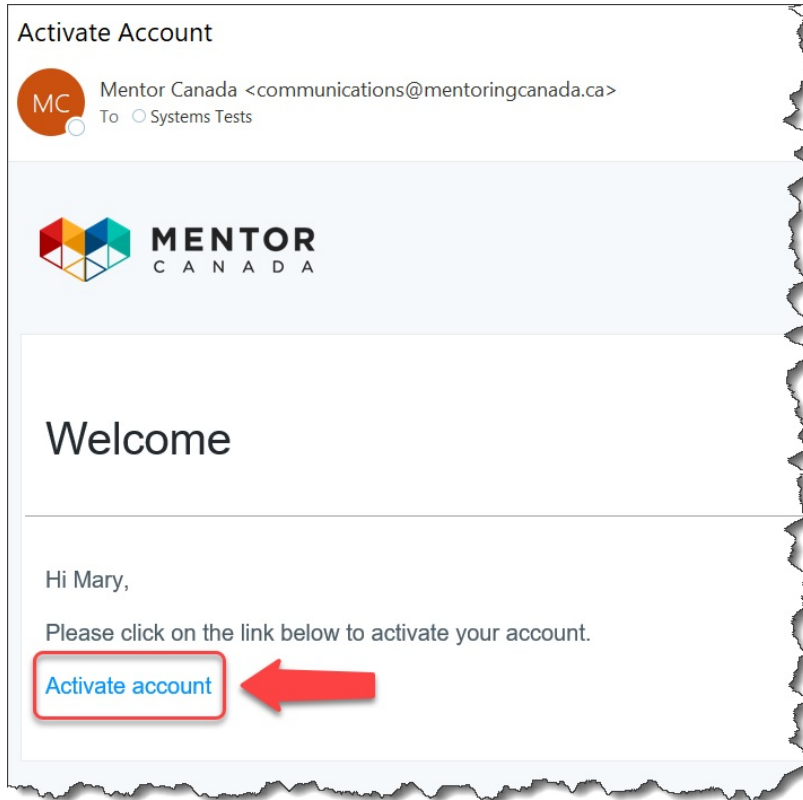
> ⚠️ **Note:** If you are not receiving this email, please check your spam folder.

1.6 Once you clicked the activation link, a new browser tab will open and you will be taken to the Mentor Canada Dashboard which display all tools available through the Quality Mentoring System. Click the QMS tool of preference.

> ℹ️ **Note:** There is no requirement for you to follow a specific sequence when using the QMS tools. However, it is recommended to start with the Principles Self-Assessment.
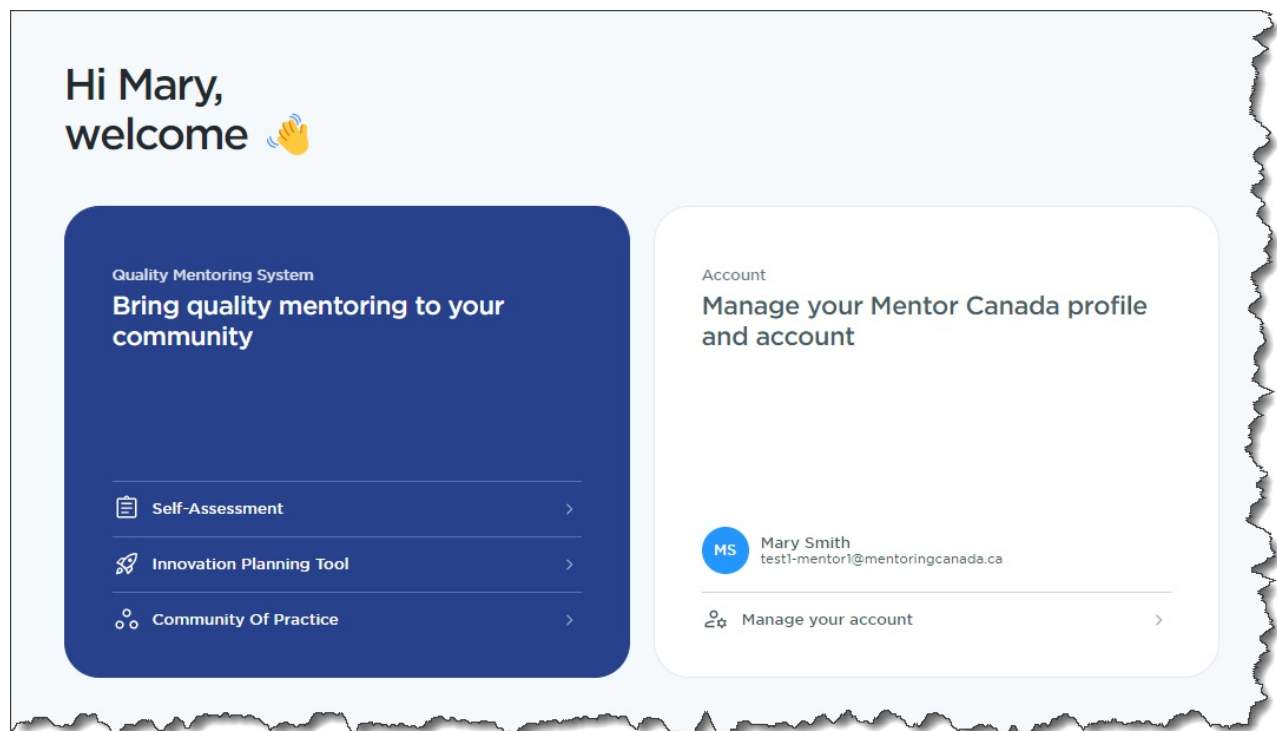
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Onboard your Program to the Quality Mentoring System

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Onboard your Program

After creating your account, the next step is to add a program so that you can begin using the tools.

1.0 From the QMS services dashboard, click any of the tools, in this example we will click "Self-Assessment".
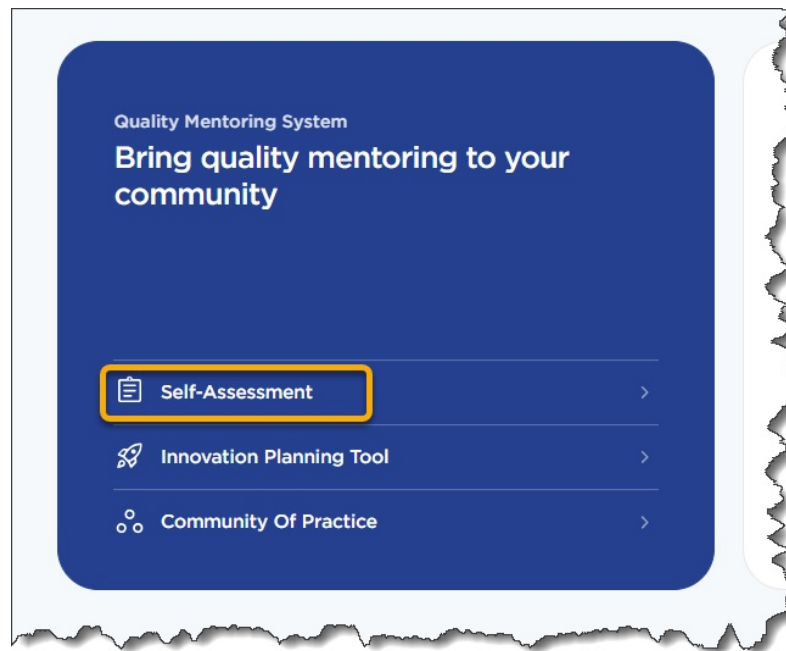
1.1 The *Get Started* page appears and you will be prompt to enter:

A) Program Name

B) Organization Name

C) Job Title
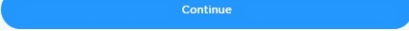
D) Number of young people served in your program on an annual basis
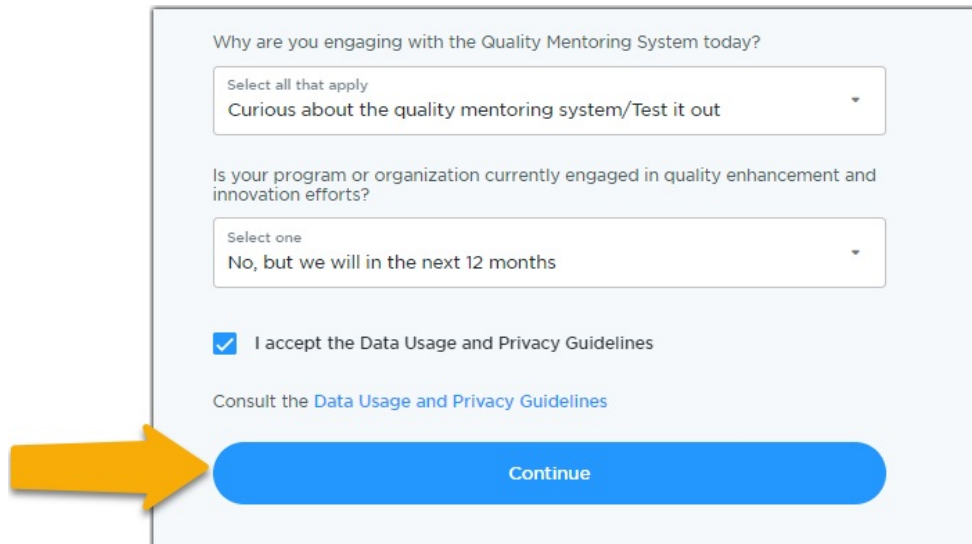
E) Equity-Deserving groups served in your program

F) Purpose of engaging with the quality mentoring system

G) Indicate if your organization is currently engaged in quality enhancement
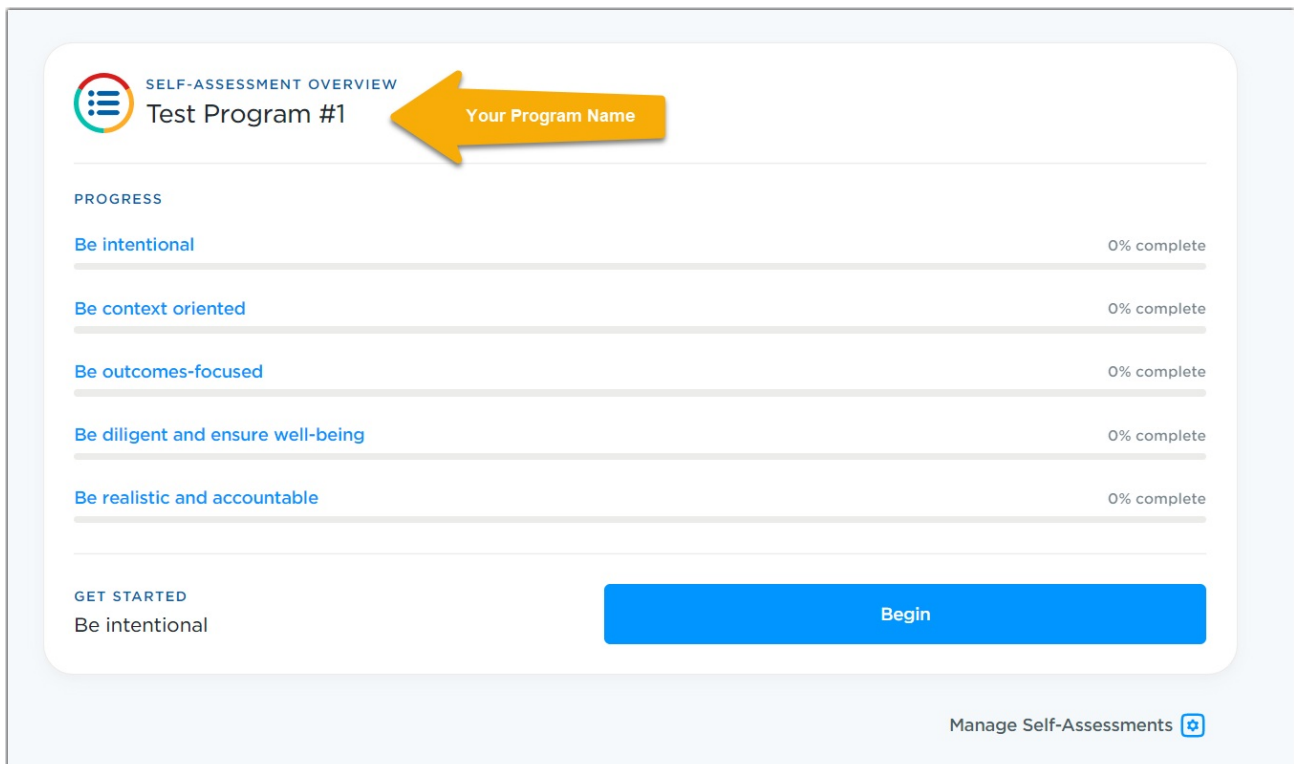
H) Read and accept the data usage and privacy guidelines

1.2 Click [Continue] to finalize.

> ℹ **Note:** You will only need to do the above steps once per user.

1.3 After onboarding your program, you will be brought to the *Self-Assessment Overview Dashboard or the Innovation Plan Page* depending of which tool you selected.

Quality Mentoring System

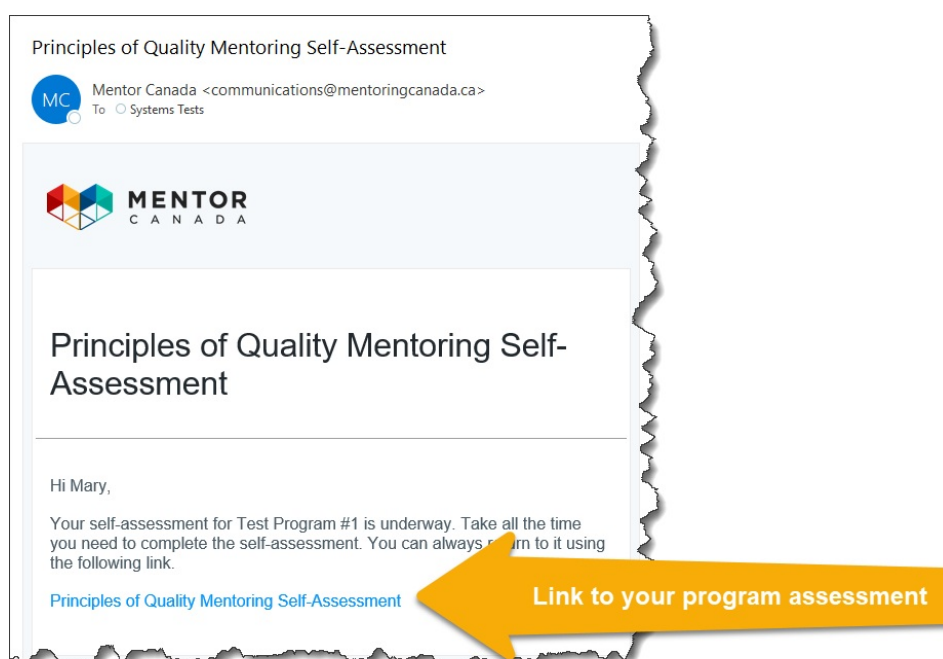**Innovation Plan**

The Innovation Plan provides mentoring programs and initiatives with evidence-informed tools and techniques to systematically advance the quality of their mentoring program. The Plan guides programs through three steps focused on quality. Completing the Innovation Plan can support programs to set realistic goals, test ideas, learn from their improvement efforts, and plan for program-wide improvements and innovation.

1.4 Also, the following email is sent immediately after entering your program into the self-assessment tool. The email contains a link to easily retrieve your program assessment at a later time if needed.

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