

EN - Quality Mentoring System User Guide

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Introduction

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.

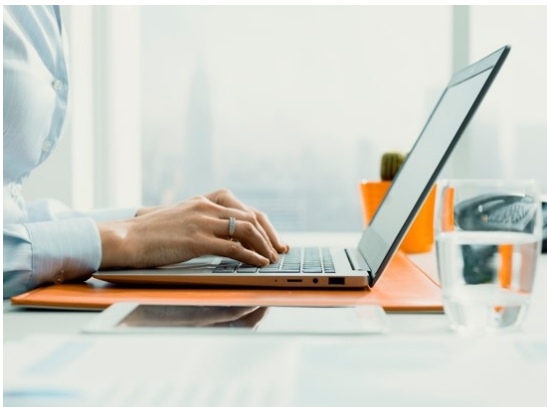
The evidence-informed, yet adaptable, QMS represents an important evolution in the understanding of program quality. It proposes interrelated tools, resources, and learning opportunities, empowering organizations, initiatives, and programs to advance innovation and bolster their impact.

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](#)

NEXT

Get Started and Create an Account

- [Get Started and Create an Account](#)

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.

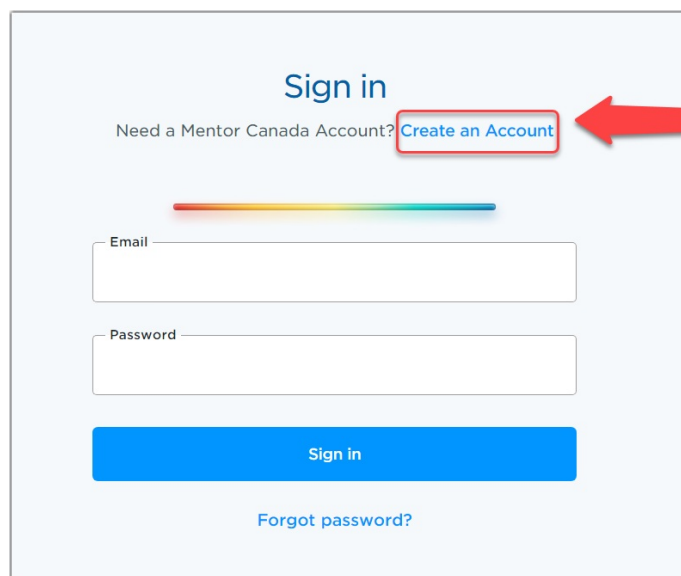
1.0 Go to: qualitymentoring.ca

1.1 You will land on the main page of the Quality Mentoring System which provides an overview of the different tools.

Click  located in the top right-hand corner of the page.




1.2 From the "Sign in" page, click "[Create an Account](#)"

A screenshot of the "Sign in" page. The title "Sign in" is at the top. Below it is the text "Need a Mentor Canada Account?" followed by a link "Create an Account" which is highlighted with a red box and a red arrow pointing to it from the right. Below this is a horizontal rainbow-colored bar. There are two input fields: "Email" and "Password". At the bottom is a large blue "Sign in" button and a link "Forgot password?" below it.

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

1.3.1 Click  to complete your registration.

Create an Account



First name Last name

Email

Password Confirm Password


Preferred Language
☒ English
☐ Français

What country are you in?

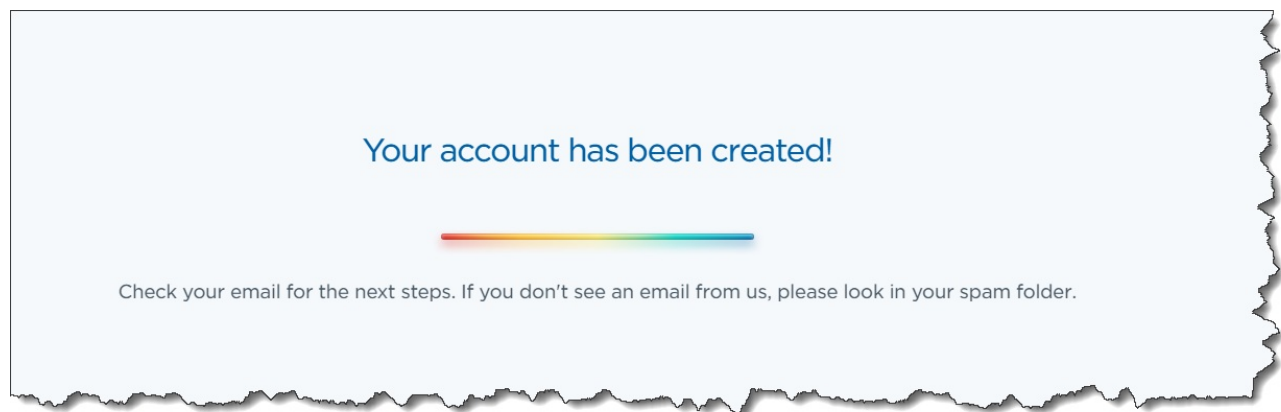
Province or Territory

[Create account](#)

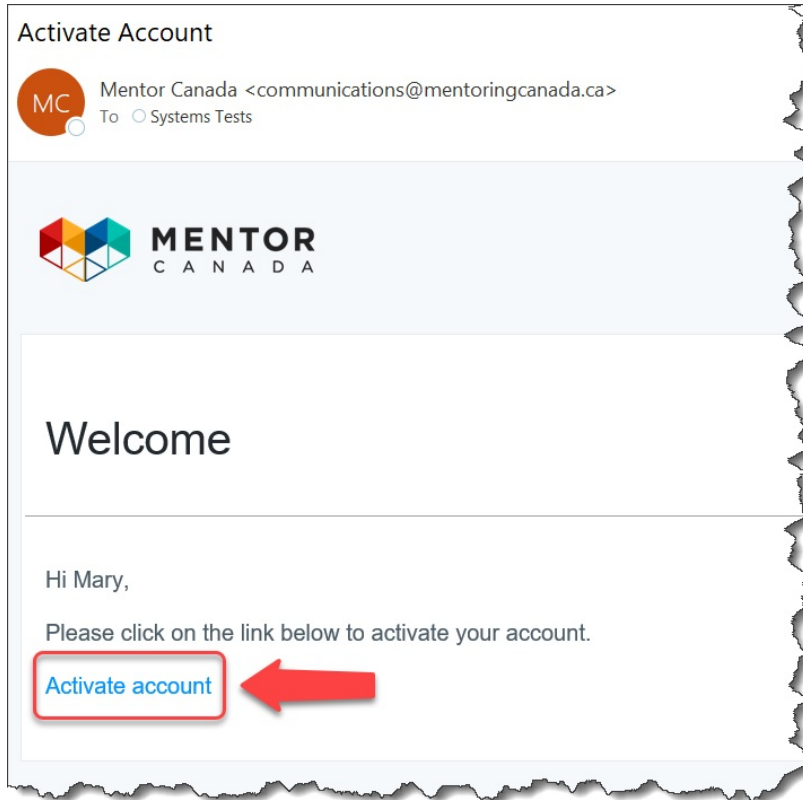
[Return to sign in](#)



1.4 A confirmation message appears on the page advising you to check your email for the next steps.



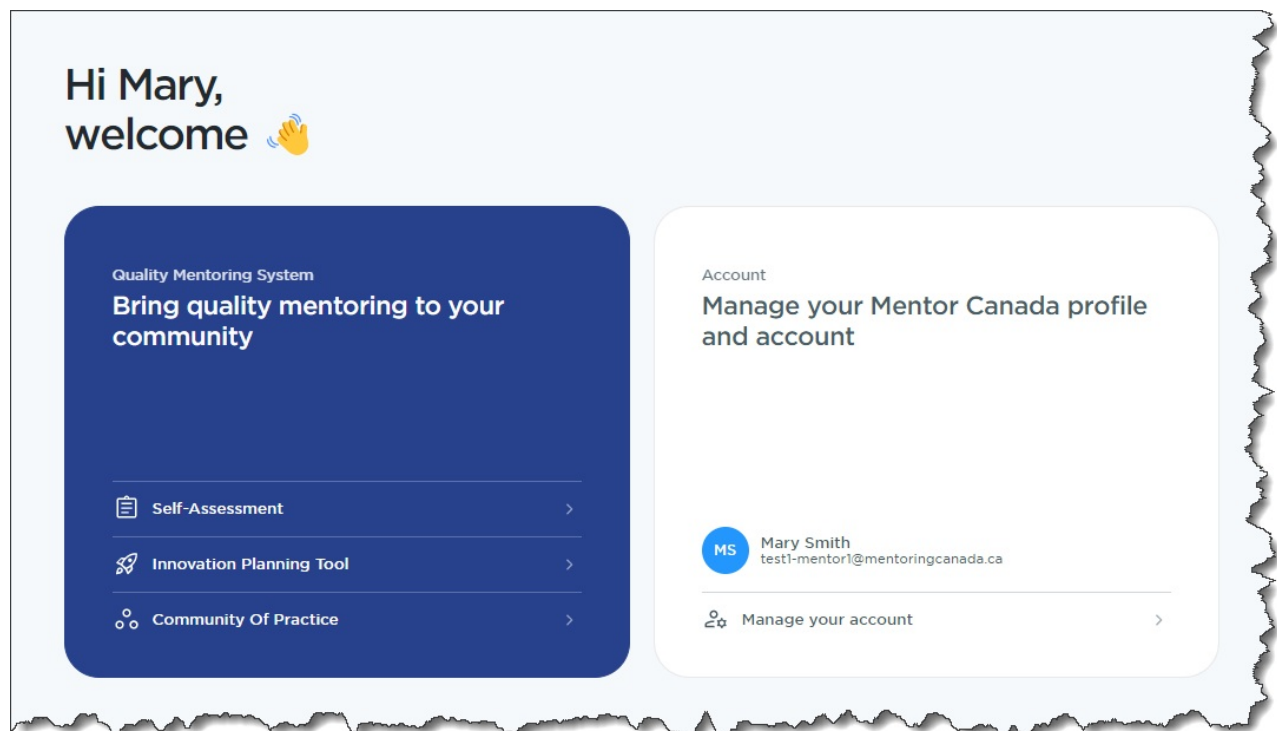
1.5 Look for the following email in your inbox. Click "**Activate account**" to finalize your account creation.



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.

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.



NEXT

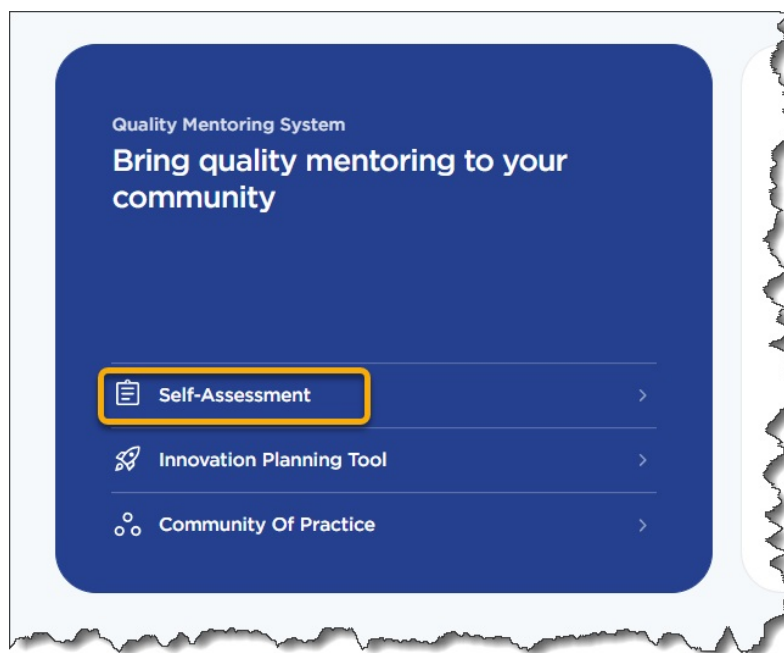
Onboard your Program to the Quality Mentoring System

- [Onboard your Program](#)

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 prompted to enter:

Increase knowledge of best practices

Inform decisions about creating a new program

Identify areas of improvement and innovation in an existing program

Inform evaluation priorities

Support funding applications

Support strategic planning

Increase youth and community-centeredness

Curious about the quality mentoring system/Test it out

Other

Get started with the Quality Mentoring System

Begin by entering a few details about your program and organization

Program name
Test Program #1

Organization name
Sample Organization

Role
Program Manager

How many young people do you serve in your mentoring program(s) on an annual basis?
Select one
1-79

Which equity-deserving groups do you currently serve?
Please specify
Indigenous youth

Why are you engaging with the Quality Mentoring System today?
Select all that apply
Curious about the quality mentoring system/Test it out

Is your program or organization currently engaged in quality enhancement and innovation efforts?
Select one
No, but we will in the next 12 months

☒ I accept the Data Usage and Privacy Guidelines

Consult the [Data Usage and Privacy Guidelines](#)

A) Program Name

B) Organization Name

C) Job Title

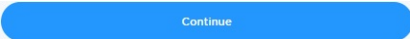
D) Number of young people served in your program on an annual basis

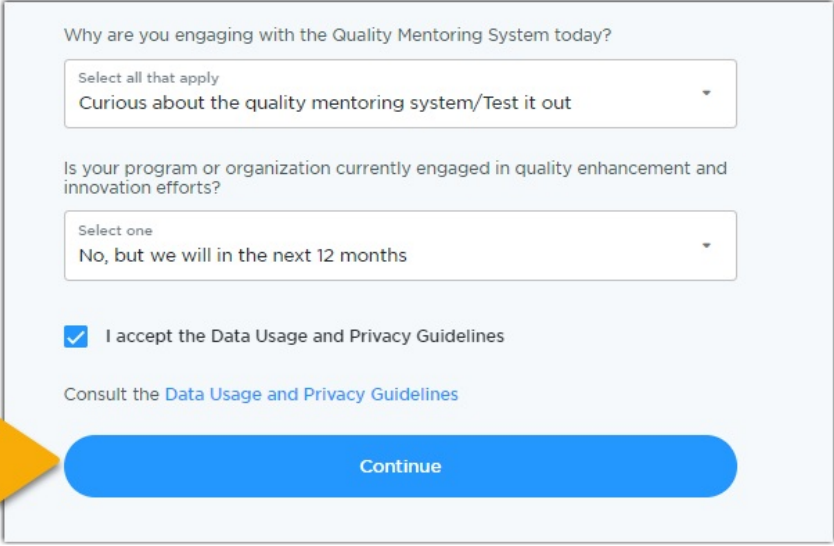
E) Equity-Deserving groups served in your program

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  to finalize.



Why are you engaging with the Quality Mentoring System today?

Select all that apply

Curious about the quality mentoring system/Test it out



Is your program or organization currently engaged in quality enhancement and innovation efforts?

Select one

No, but we will in the next 12 months

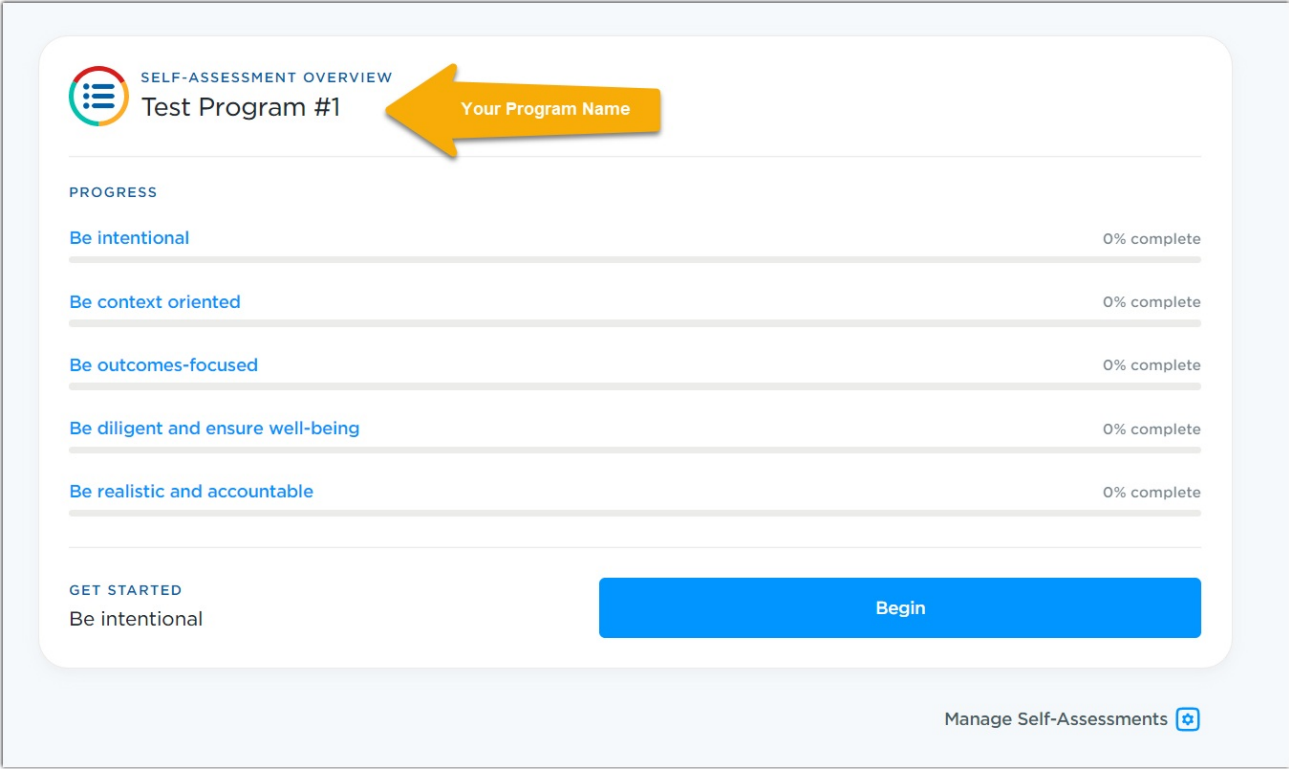
☒ I accept the Data Usage and Privacy Guidelines


Consult the [Data Usage and Privacy Guidelines](#)


 

 **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.




 SELF-ASSESSMENT OVERVIEW


Test Program #1  Your Program Name

PROGRESS

| | |
|-----------------------------------|-------------|
| Be intentional | 0% complete |
| Be context oriented | 0% complete |
| Be outcomes-focused | 0% complete |
| Be diligent and ensure well-being | 0% complete |
| Be realistic and accountable | 0% complete |

GET STARTED

Be intentional 

Manage Self-Assessments 

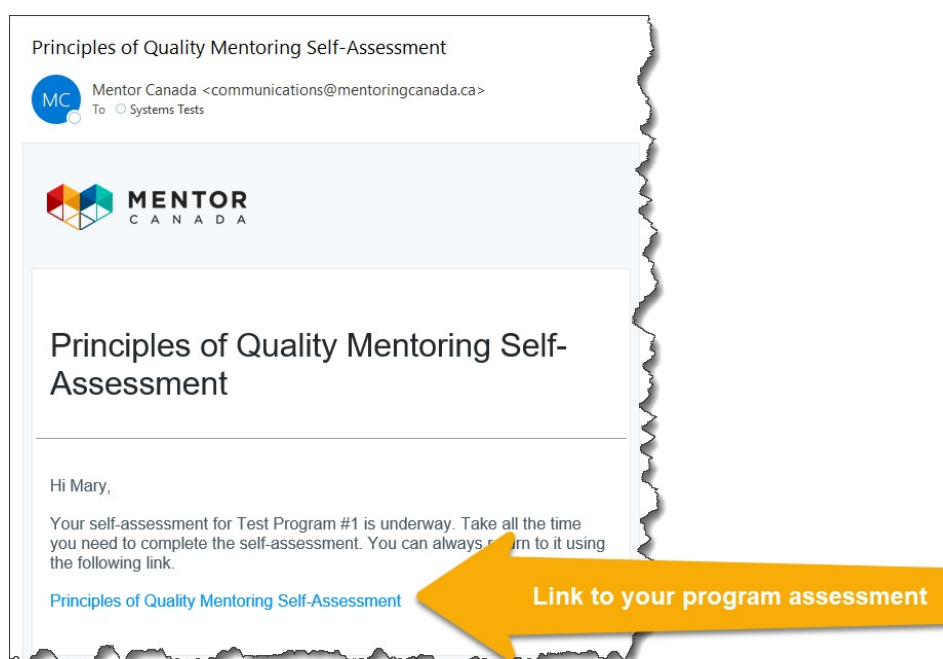


Quality Mentoring System

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.



NEXT

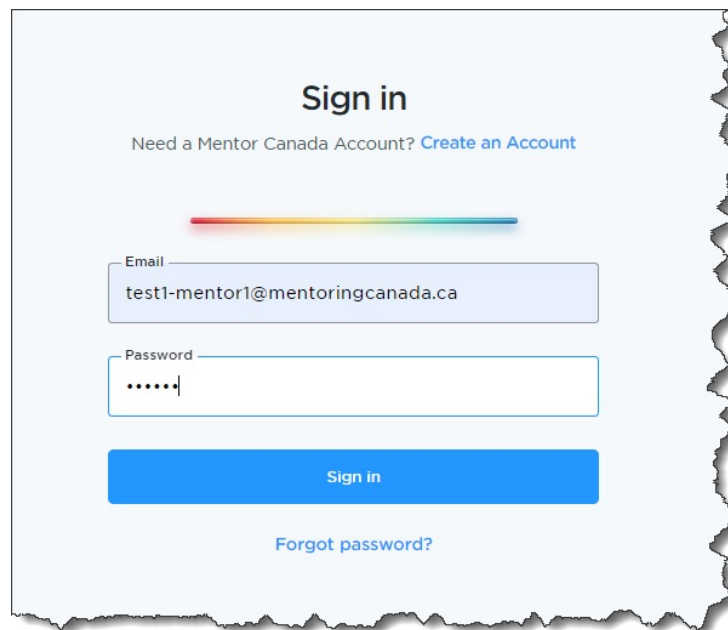
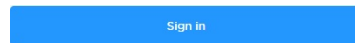
QMS Platform Navigation

Sign in & Sign out

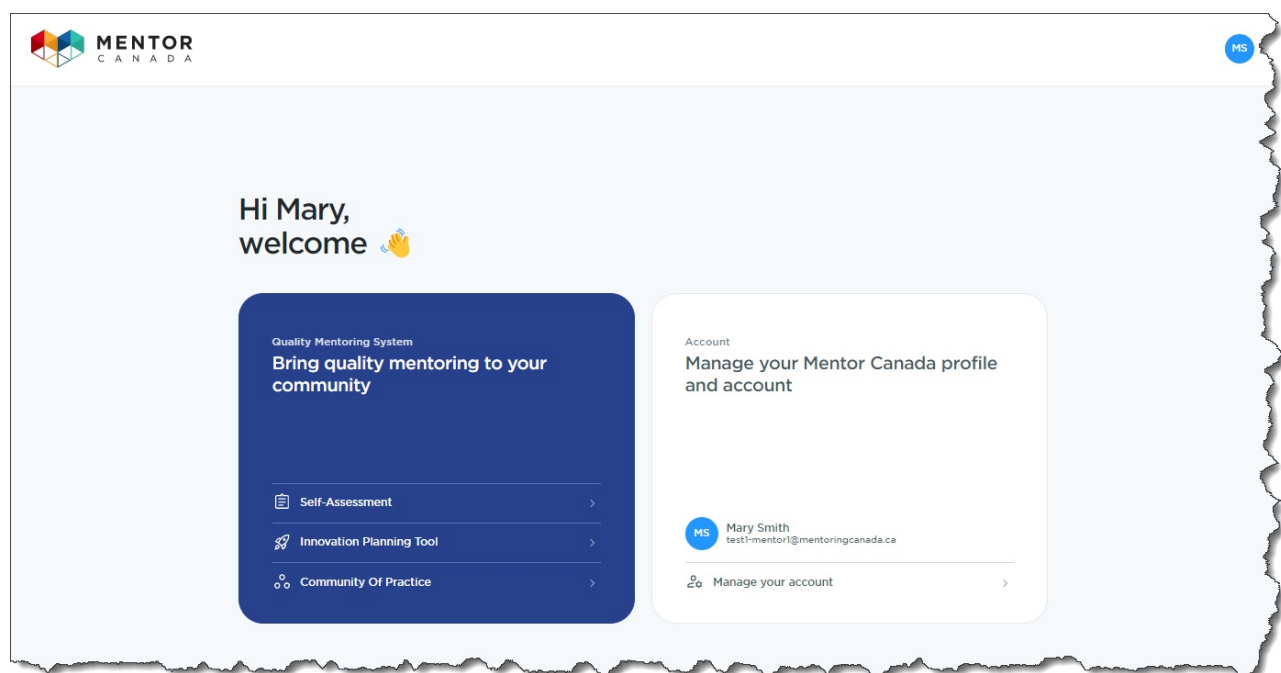
- [Sign In](#)
- [Sign out](#)

Sign in

1.0 To connect to QMS, after creating an account, go to services.qualitymentoring.ca, enter your credentials and click



1.1 You will be brought to your personal dashboard where you can access the different QMS tools and manage your account.

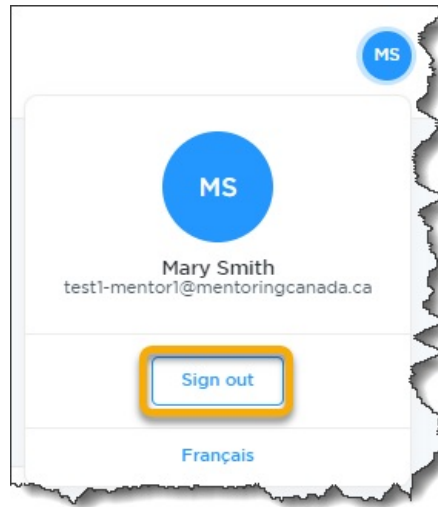


Sign out

2.0 To sign out of any of the QMS tools, look for the circle icon containing your initials at the top right-hand corner of the page. Click the icon.

2.1 This box will open, click

[Sign out](#)



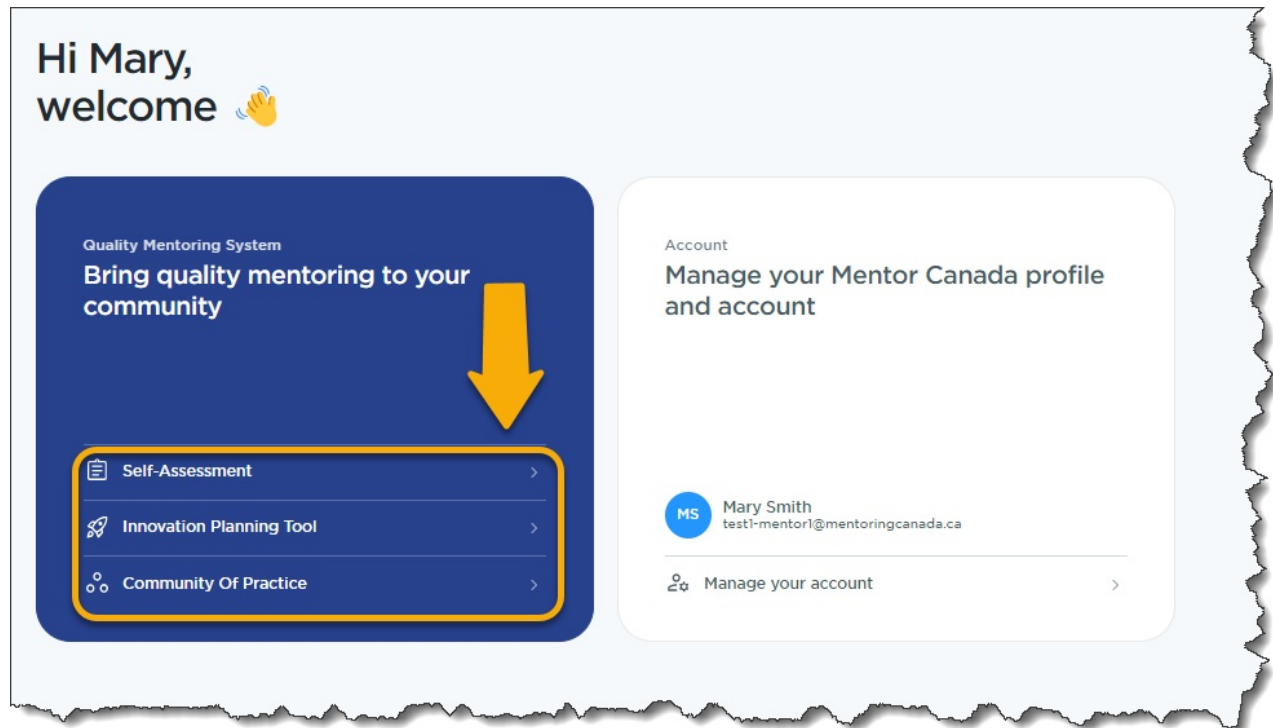
NEXT

Toggle Between the QMS Tools

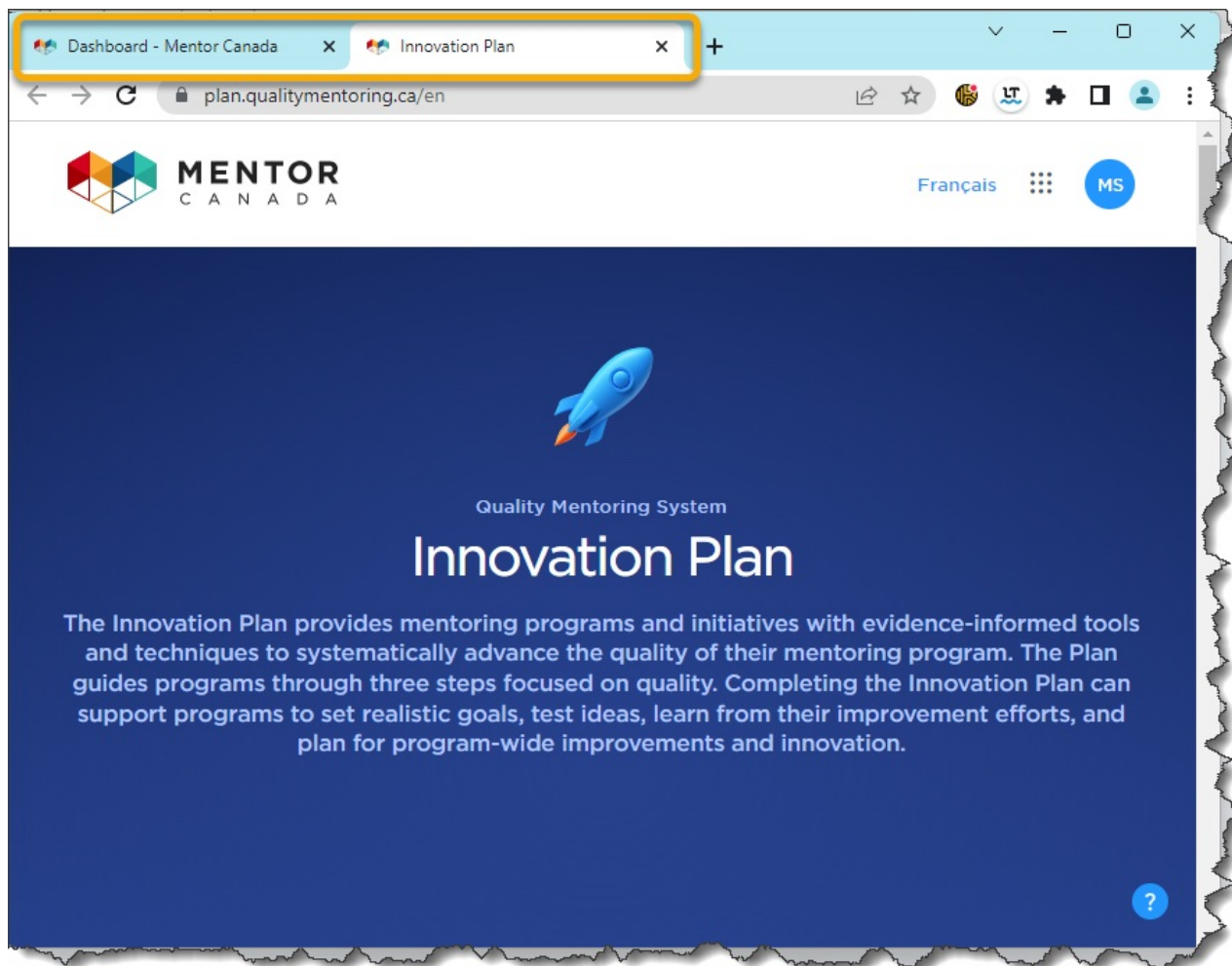
- [From the QMS Dashboard](#)
- [From a Specific Tool Page](#)

From the QMS Dashboard

1.0 To toggle between the different QMS tools from the dashboard, click the tool name from the dark blue box.

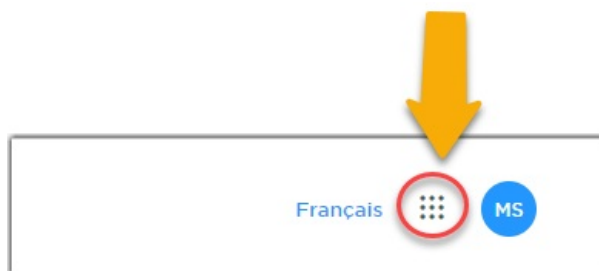


1.1 The selected QMS tool will open in a new browser tab. The current QMS Dashboard page will remain open in a separate tab, allowing you to return and click a different tool if needed.

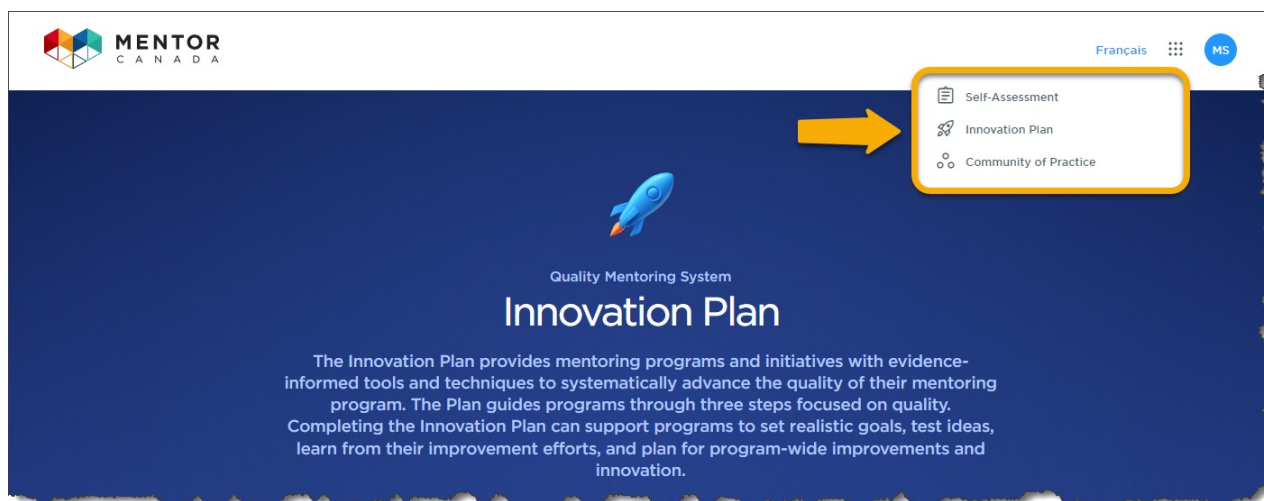


From a Specific Tool Page

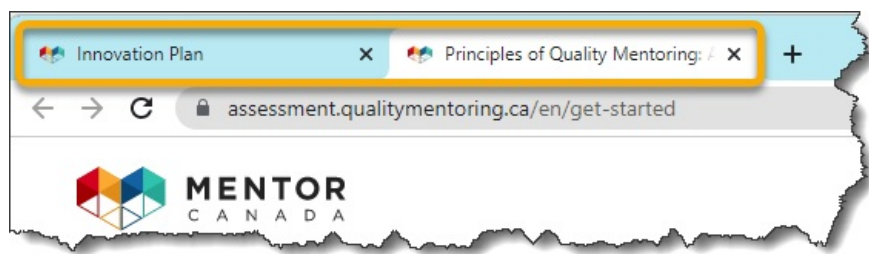
2.0 To toggle between the QMS tools when you already have one of the tool open, click the "App Launcher" icon located at the top right-hand corner.



2.1 This box will come up, giving you the option to click and access another QMS tool.



2.2 The newly selected QMS tool will open in a new browser tab allowing you to toggle between the two open tools.



NEXT

Manage Your Account

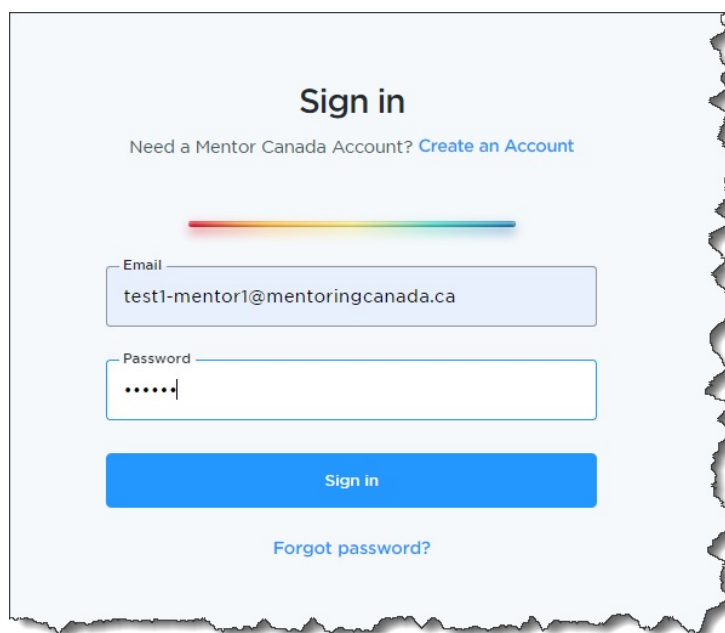
- [Update Your Profile Information](#)

Update Your Profile Information

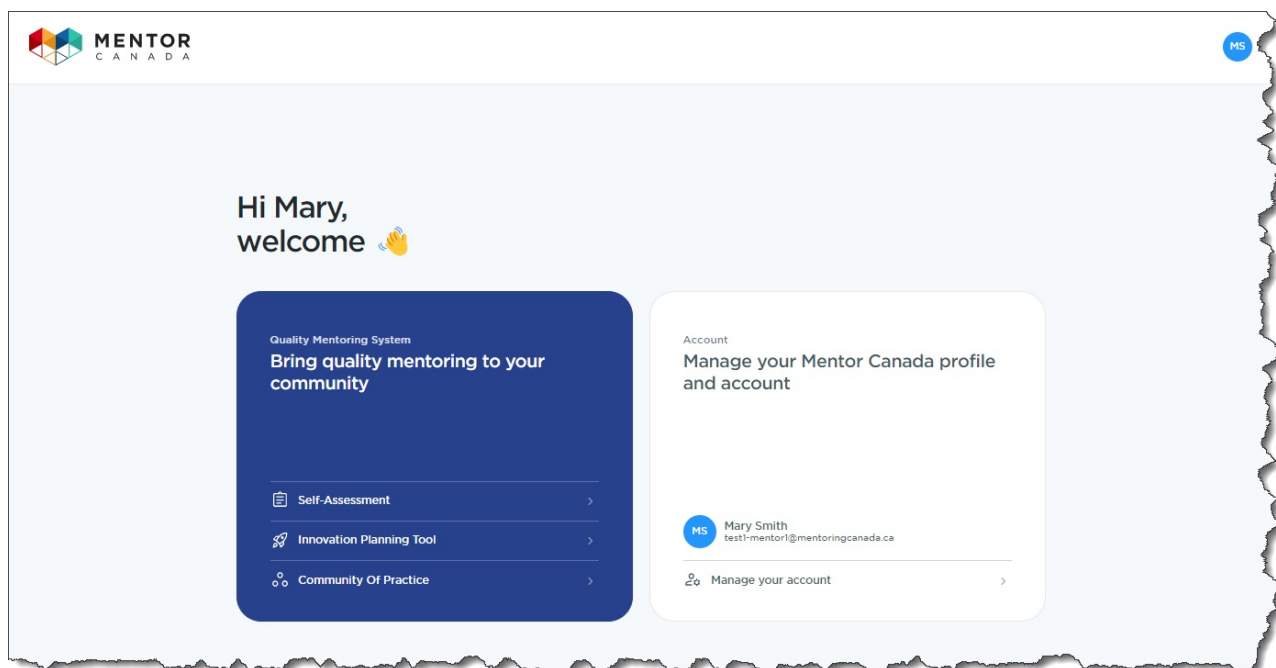
This function allows you to update your profile information, more specifically:


- First and Last Name
- Preferred Language
- Country of residence
- Province or Territory

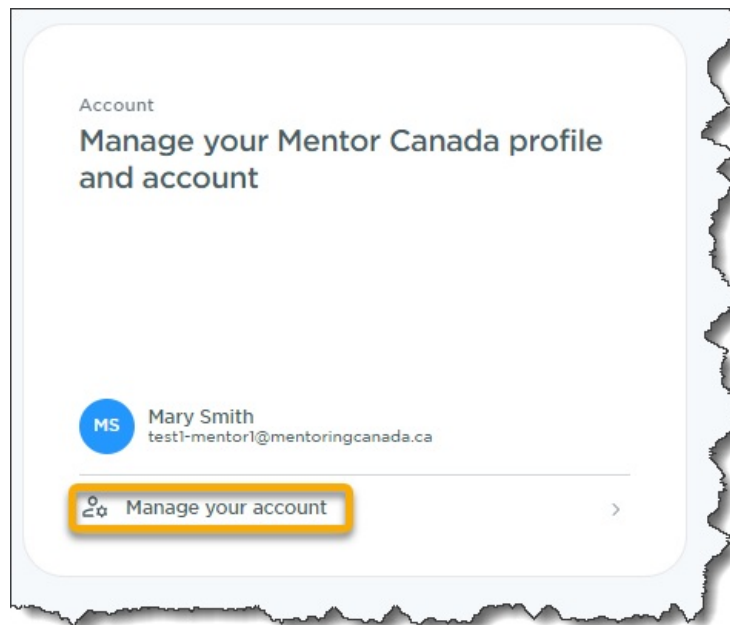
1.0 To manage your account, you need to connect to QMS. Go to services.qualitymentoring.ca, enter your credentials and click

A screenshot of the 'Sign in' form on the QMS platform. The form is titled 'Sign in' and includes a link 'Need a Mentor Canada Account? [Create an Account](#)'. Below the title is a rainbow-colored horizontal bar. The form contains two input fields: 'Email' with the value 'test1-mentor1@mentoringcanada.ca' and 'Password' with masked characters '.....'. A blue 'Sign in' button is positioned below the password field. At the bottom of the form is a link 'Forgot password?'. The entire form is set against a light blue background with a torn paper effect on the right side.

1.1 You will be brought to your personal dashboard where you can access the different QMS tools and manage your account.

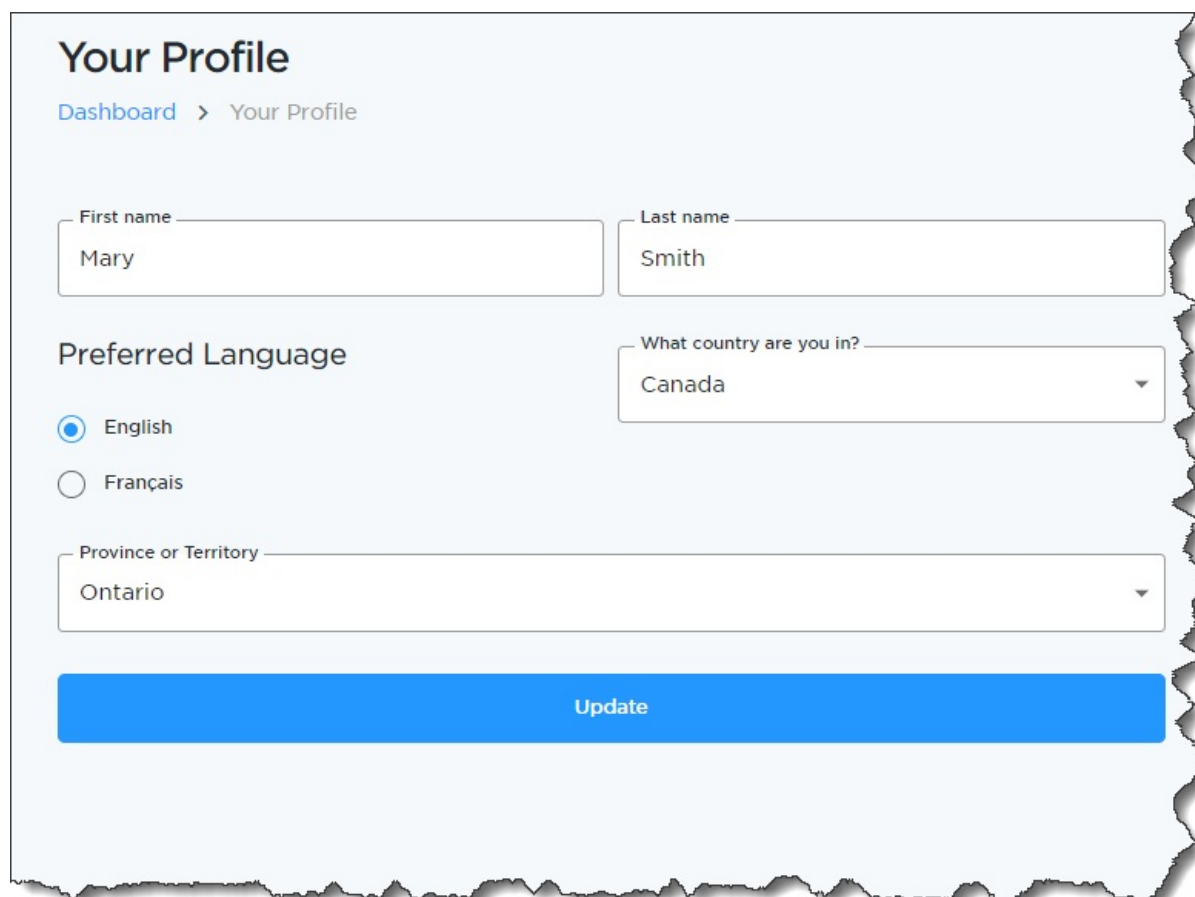
A screenshot of the personal dashboard on the QMS platform. The dashboard features the Mentor Canada logo in the top left corner and a user profile icon in the top right corner. The main content area is divided into two columns. The left column, titled 'Hi Mary, welcome 🖐️', contains a blue box with the text 'Quality Mentoring System' and 'Bring quality mentoring to your community'. Below this box are three links: 'Self-Assessment', 'Innovation Planning Tool', and 'Community Of Practice', each with a right-pointing arrow. The right column, titled 'Account', contains the text 'Manage your Mentor Canada profile and account'. Below this text is a user profile card for 'Mary Smith' with the email 'test1-mentor1@mentoringcanada.ca'. At the bottom of the right column is a link 'Manage your account' with a right-pointing arrow. The entire dashboard is set against a light blue background with a torn paper effect on the right side.

1.2 Click  Manage your account under your name.



1.3 Your profile page will open and from here you can make changes and click

Update

A screenshot of a web page titled "Your Profile". Below the title is a breadcrumb trail: "Dashboard > Your Profile". The form contains several input fields: "First name" with the value "Mary", "Last name" with the value "Smith", "Preferred Language" with radio buttons for "English" (selected) and "Français", "What country are you in?" with a dropdown menu showing "Canada", and "Province or Territory" with a dropdown menu showing "Ontario". At the bottom of the form is a large blue button labeled "Update".

NEXT

Change Display Language

- [Change Display Language](#)

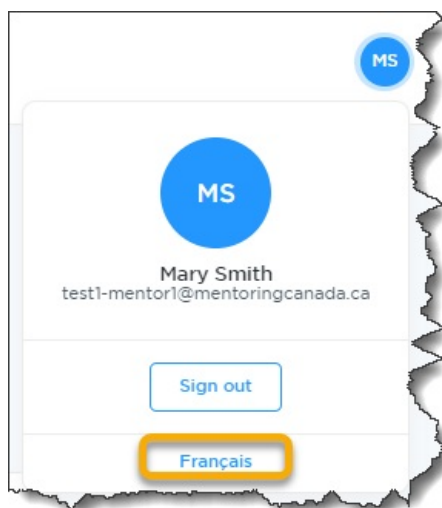
Change Display Language

i The QMS system is available in both English and French.

1.0 To change the current displayed language on any of the QMS page, look for the circle icon containing your initials at the top right-hand corner of the page. Click the icon.



1.1 This box will open, click the language to display.



1.2 You can also look for the language toggle button **FR** in the header to switch the language.



NEXT

Program Assessment

Tips for Completing the Principles of Quality Mentoring Self-Assessment

- [Be as Honest and Forthcoming as Possible](#)
 - [Complete the Self-Assessment as a Team or Organization](#)
 - [Set Aside Sufficient Time and Limit Distractions](#)
 - [Complete Each Principle in the Order that Works Best for You](#)
 - [Use the Self-Assessment to Track Progress](#)
-



Be as Honest and Forthcoming as Possible

The goal of the self-assessment is to help programs identify areas of strength and areas for innovation. Balanced and accurate answers are necessary to identify and prioritize areas for enhancement and innovation opportunities.



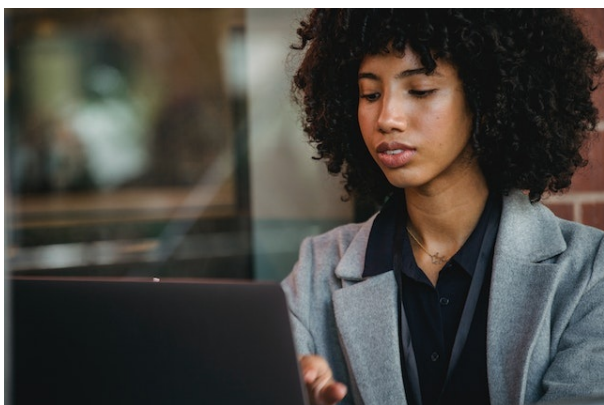
Complete the Self-Assessment as a Team or Organization

Completing the self-assessment collectively will ensure that the responses are accurate and balanced and it will generate team discussions. If the program has a large team, it is recommended that both front-line and managerial staff members participate since the self-assessment asks questions related to program operations, as well as program design and management.



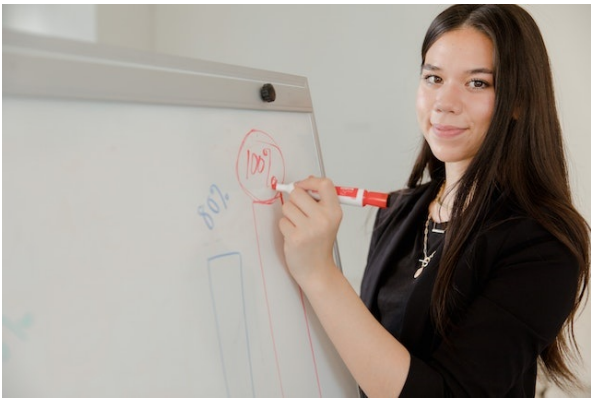
Set Aside Sufficient Time and Limit Distractions

Set aside about 2 hours if you are completing the self-assessment on your own or 3-4 hours if you are completing it as a team.



Complete Each Principle in the Order that Works Best for You

The self-assessment is not linear, programs can start with the principle they prefer. Use the overview page or the top menu to navigate between principles.



Use the Self-Assessment to Track Progress

Use a cyclical approach and revisit the self-assessment periodically to track progress and improvement.

NEXT

Navigate the Self-Assessment Overview Dashboard

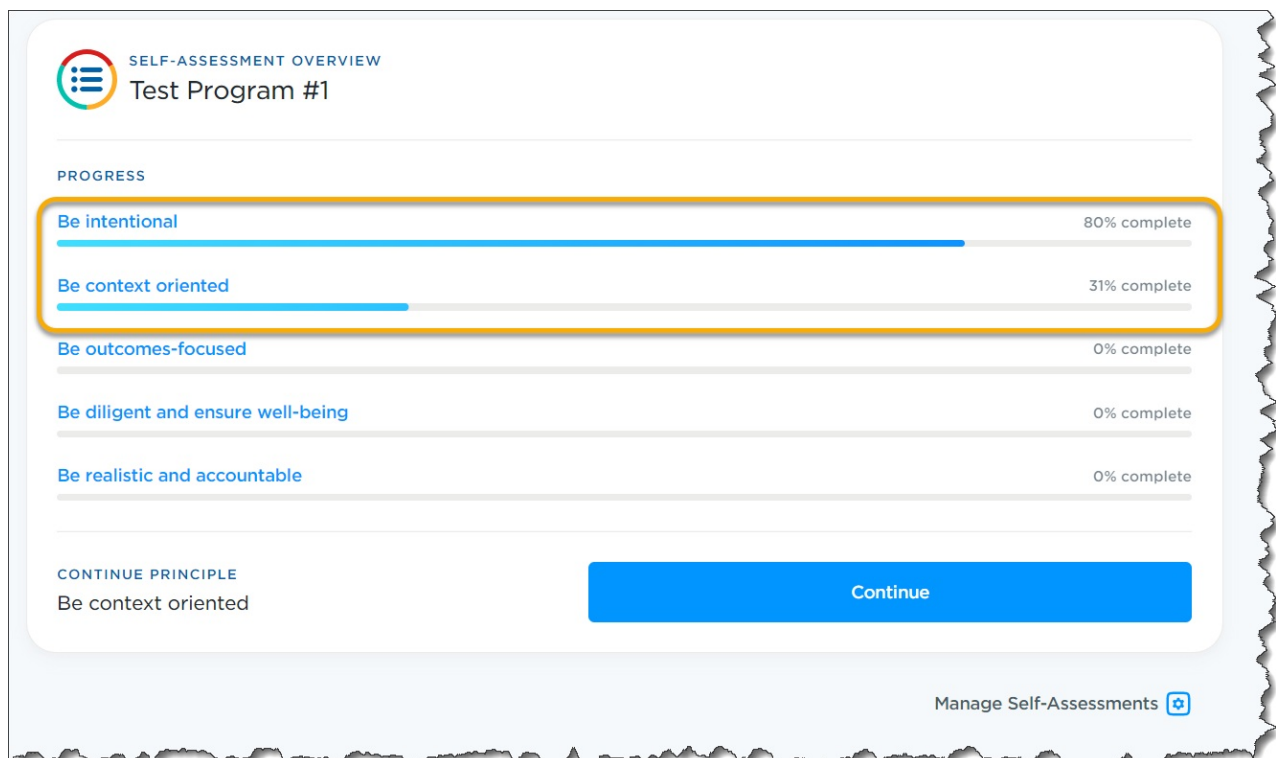
The [Self-Assessment Overview Dashboard](#) allows you to manage the following elements of the programs assessment:

- [View Program Assessment Progress](#)
- [Add & Delete Additional Programs](#)
- [Toggle Between Programs](#)
- [Change the Principle Self-Assessment Language](#)
- [Begin a Program Assessment](#)

View Program Assessment Progress

1.0 This dashboard displays the progress and completion status for each section of the Principles Framework.

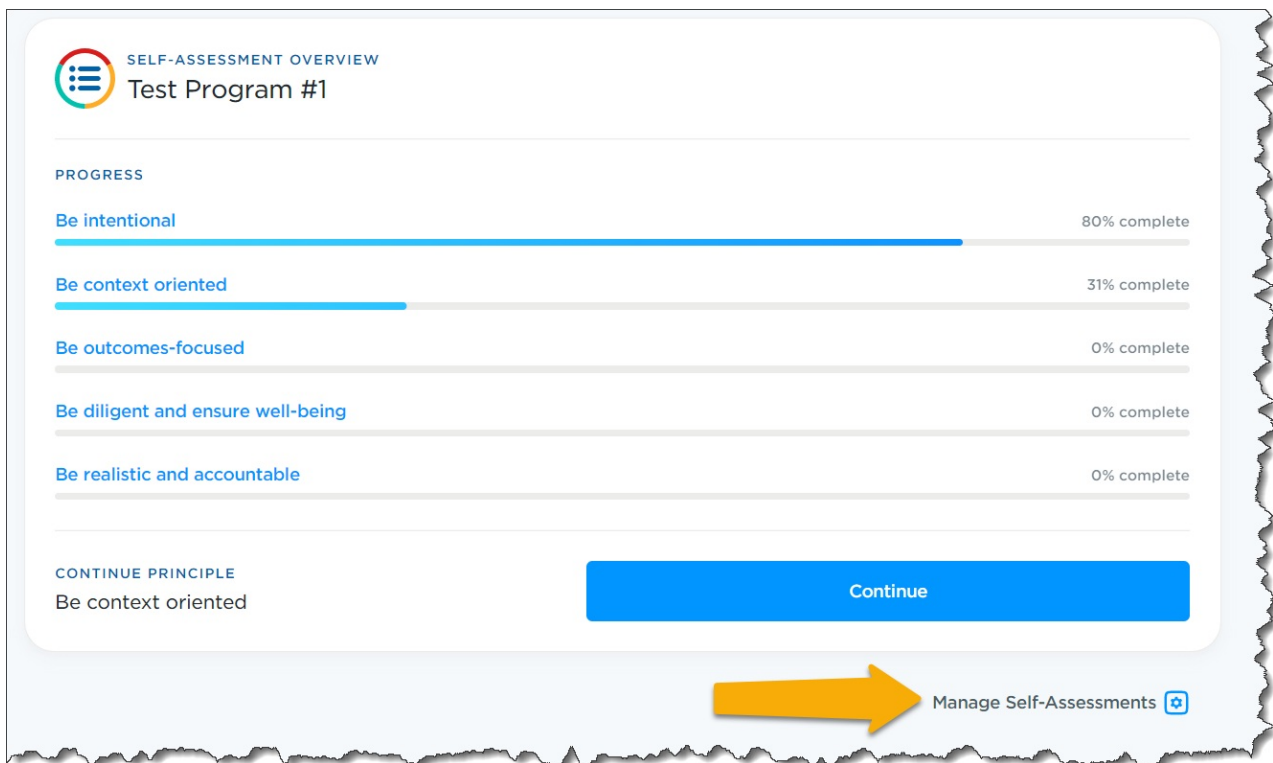
1.1 A blue progress bar as well as a percentage is used to display the progress for each principle.



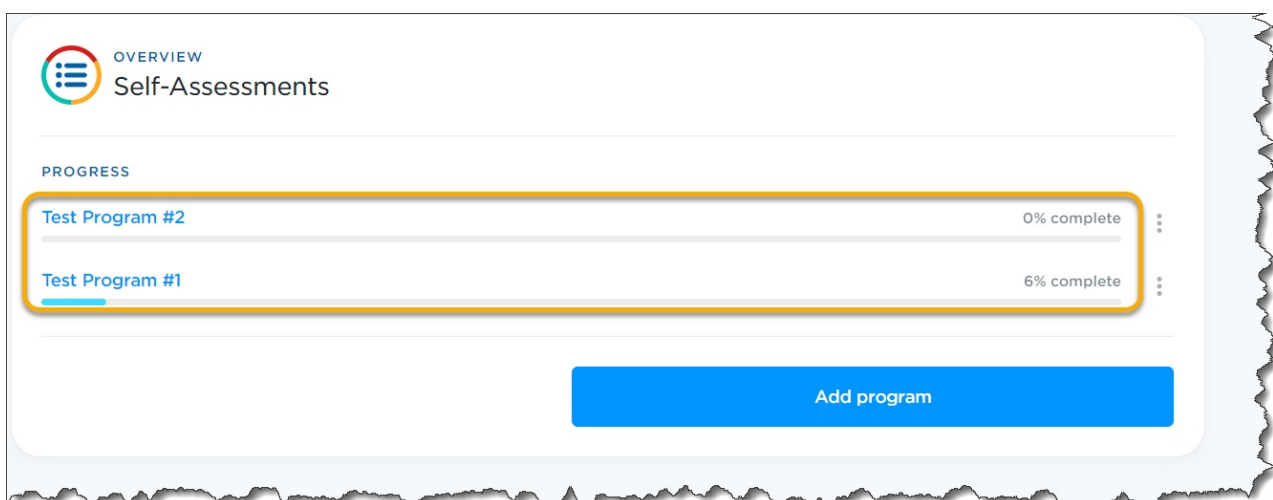
1.2 If you have multiple program assessments in progress and you wish to see them all at a glance, click

Manage Program Assessments 

at the bottom right-hand side of the dashboard.




1.3 The following page displays the overall completion status of all your program assessments.



Add and Delete Additional Programs

Add

If you have multiple programs to assess, it is possible to add another program from the [Assessment Overview Dashboard](#).

2.0 Click Manage Program Assessments  at the bottom right-hand side of the dashboard.



SELF-ASSESSMENT OVERVIEW

Test Program #1

PROGRESS

Be intentional 80% complete

Be context oriented 31% complete

Be outcomes-focused 0% complete

Be diligent and ensure well-being 0% complete

Be realistic and accountable 0% complete

CONTINUE PRINCIPLE

Be context oriented

Continue



Manage Self-Assessments

2.1 On the following page, click

Add program



OVERVIEW

Self-Assessments

PROGRESS

Test Program #1 6% complete



Add program

Add a new program

Begin by entering the name of the program for which you'd like to perform the self-assessment.

Program name

Test Program #2

Continue

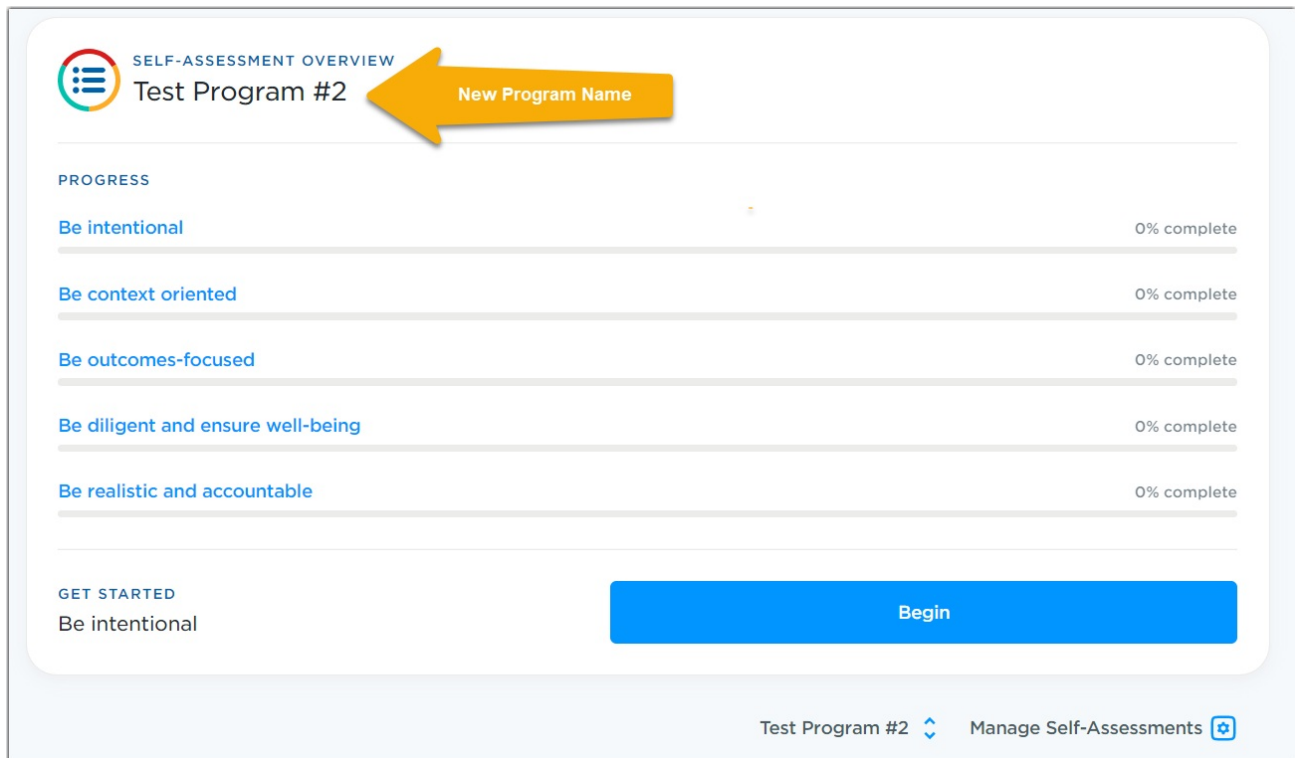
2.2 You will be brought back to the program submission page.

2.3 Enter your new Program Name.

2.4 Click

Continue

2.5 After submitting this additional program, you will be brought back to the [Self-Assessment Overview Dashboard](#) page but this time the newly submitted program overview is displayed.



SELF-ASSESSMENT OVERVIEW

Test Program #2

PROGRESS

- Be intentional 0% complete
- Be context oriented 0% complete
- Be outcomes-focused 0% complete
- Be diligent and ensure well-being 0% complete
- Be realistic and accountable 0% complete

GET STARTED

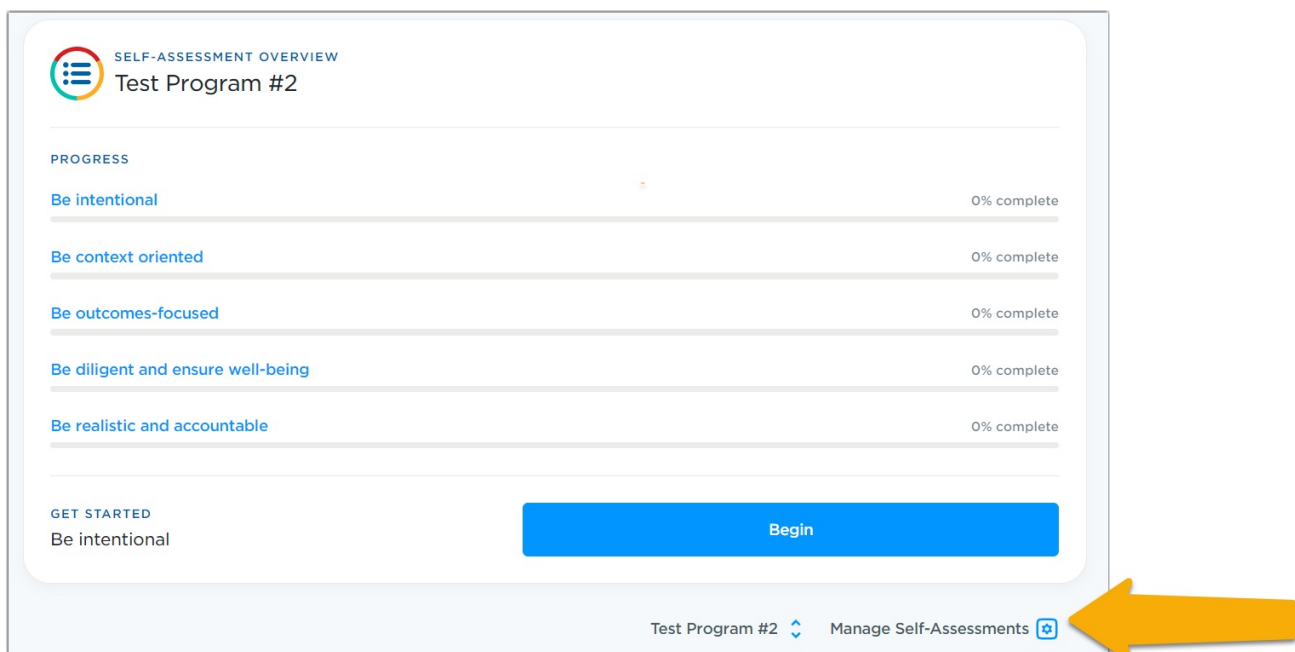
Be intentional

Begin

Test Program #2 Manage Self-Assessments

Delete

2.6 To delete a program from the self-assessment tool, click [Manage Program Assessments](#) at the bottom right-hand side of the dashboard.



SELF-ASSESSMENT OVERVIEW

Test Program #2

PROGRESS


- Be intentional 0% complete
- Be context oriented 0% complete
- Be outcomes-focused 0% complete
- Be diligent and ensure well-being 0% complete
- Be realistic and accountable 0% complete

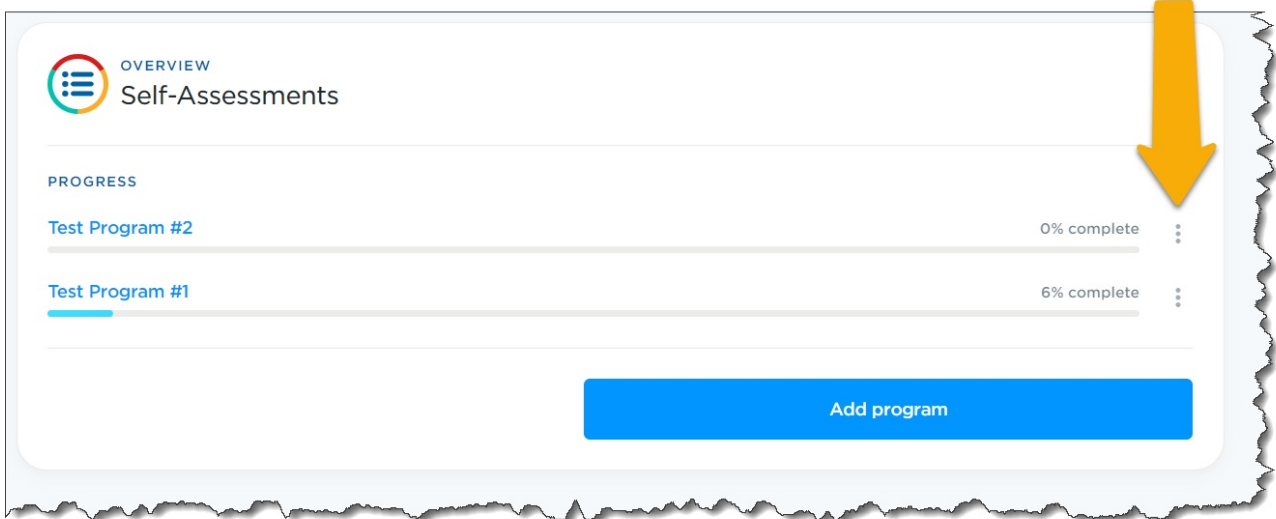
GET STARTED


Be intentional

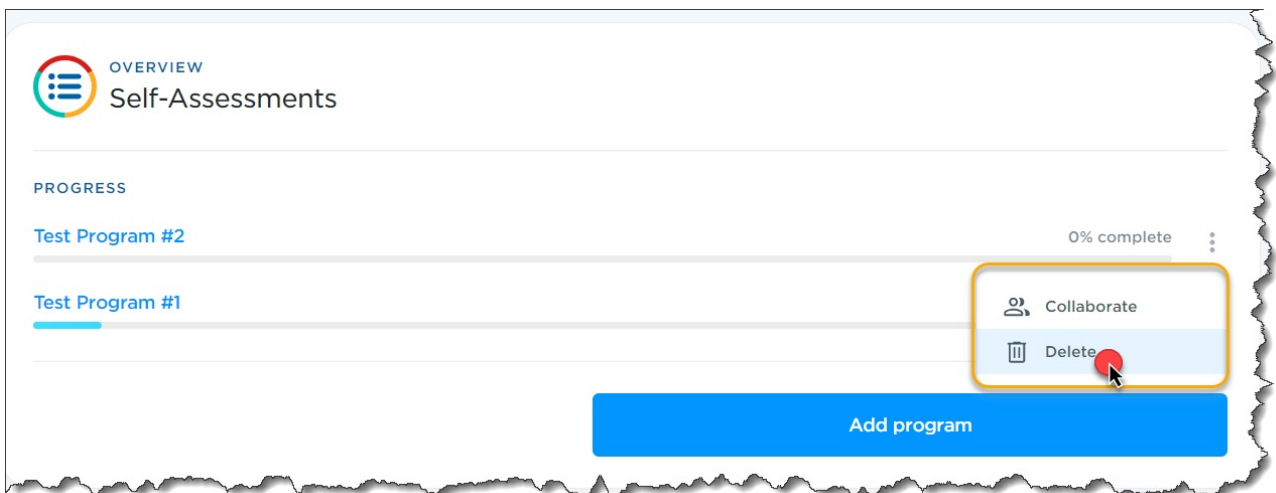
Begin


Test Program #2 Manage Self-Assessments

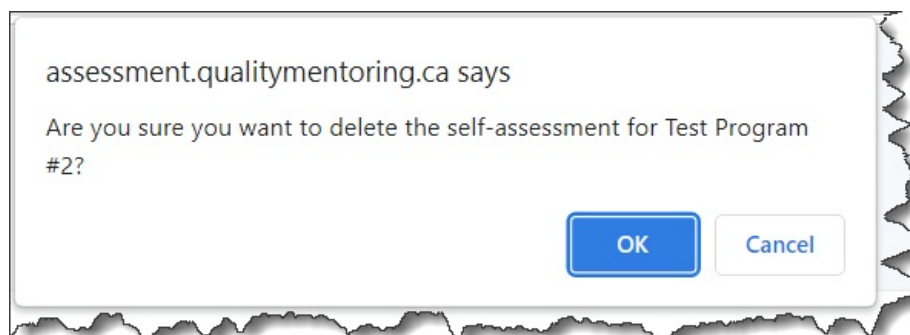
2.7 Click the  icon beside the program you wish to delete.



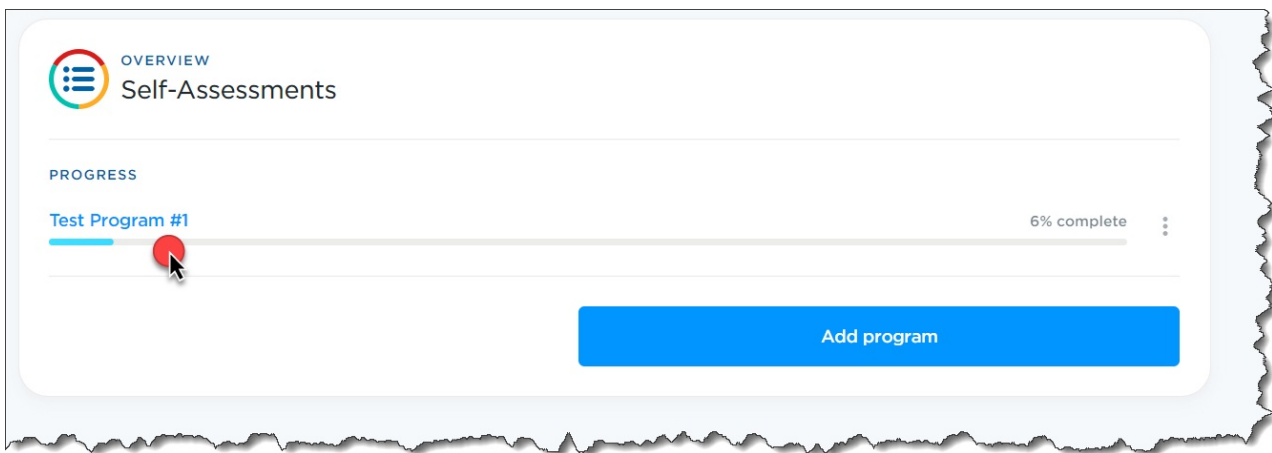
2.8 The options will expand, click  Delete



2.9 You will be asked to confirm the deletion, click 



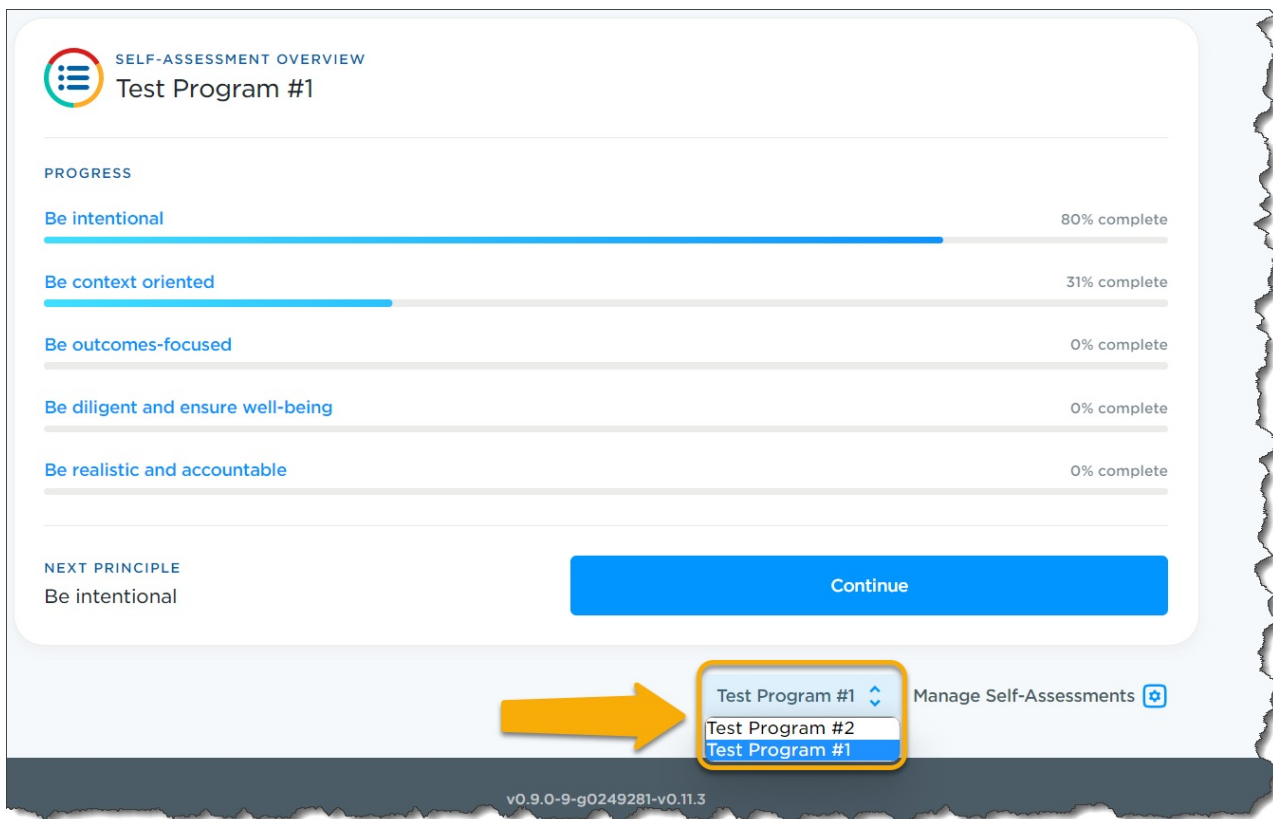
2.9.1 The program is now gone from this page. Click the program name to return to their [Self-Assessment Overview](#).




Toggle Between Programs

3.0 If you have multiple programs and wish to toggle between, click the program name drop-down menu at the bottom of the [Assessment Overview Dashboard](#).

3.1 Select the program to view to proceed with the view change.



Change the Principles Self-Assessment Language

4.0 The self-assessment is available in both English and French. To change the displayed language, click the language icon  in the top right-hand corner.



Begin a Program Assessment

5.0 To get started with a program assessment, make sure the correct program is listed at the top of the page and click

Begin



SELF-ASSESSMENT OVERVIEW

Test Program #1

PROGRESS

Be intentional 0% complete

Be context oriented 0% complete

Be outcomes-focused 0% complete

Be diligent and ensure well-being 0% complete

Be realistic and accountable 0% complete

GET STARTED

Be intentional


Begin

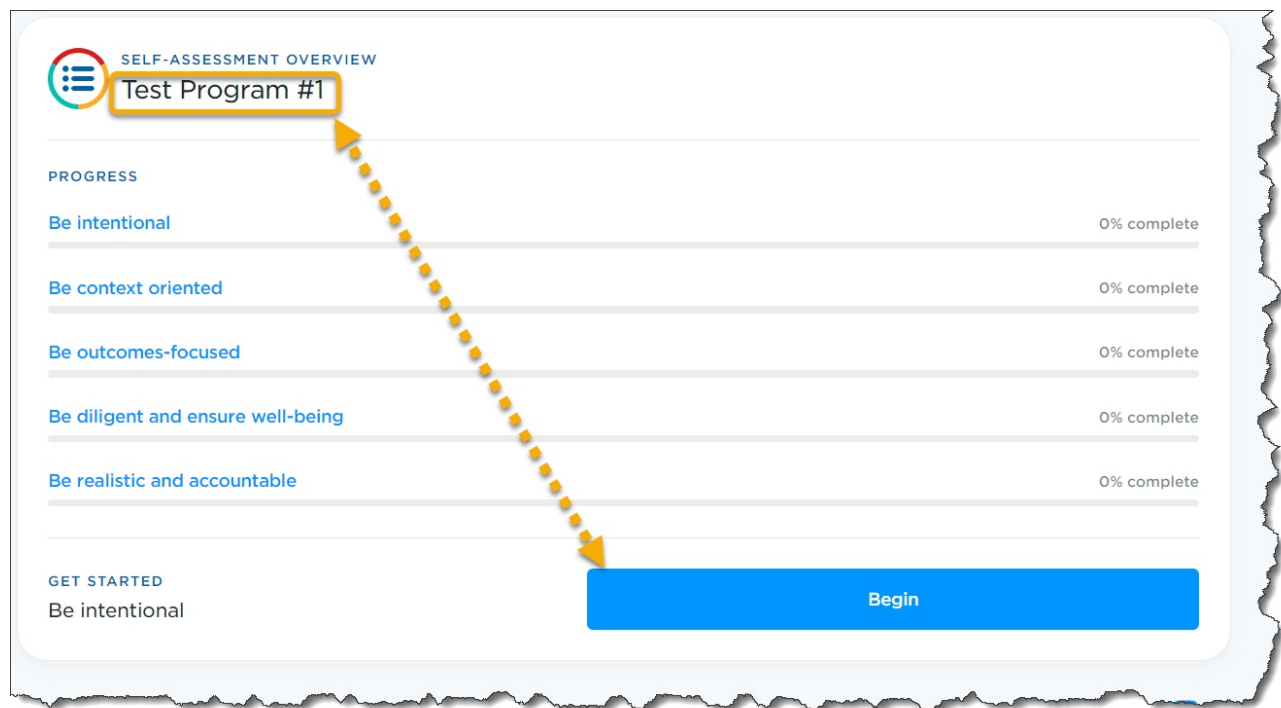
NEXT

Take the Assessment

- [Begin a Program Assessment](#)
- [Principle Introduction](#)
- [Header & Footer](#)
- [Principle Assessment Questions](#)
 - [Edit your Answer](#)
 - [Being Unsure About a Question](#)
 - [Ranking Questions](#)
 - [Cumulative Questions](#)
 - [Tools & Resources](#)
 - [Personal Notes](#)
- [Completion of a Principle Assessment](#)

Begin a Program Assessment

1.0 As mentioned in the previous article, to get started with a program assessment, make sure the correct program is listed at the top of the page and click 



1.1 Alternatively, you can click on any of the principle title to begin with a specific principle.

PROGRESS

| | |
|-----------------------------------|-------------|
| Be intentional | 0% complete |
| Be context oriented | 0% complete |
| Be outcomes-focused | 0% complete |
| Be diligent and ensure well-being | 0% complete |
| Be realistic and accountable | 0% complete |

Note: Even though the assessment can be done by starting with any of the principles, it is recommended to start at the top with the "Be intentional" principle. The fourth principle "Be diligent and ensure well-being" is dependant of the answers entered in the "Be outcomes-focused" principle section and therefore should be done after completing the previous section.

Principle Introduction

2.0 When you click on a principle, you will be presented with introductory evidence-based information regarding this principle, as well as some recommended readings before starting your assessment. Taking the time to read it will help you gain context and will facilitate the process of answering each question of the assessment.

Be intentional: Define the type and purpose of the mentoring relationship

Targeted mentoring:

Targeted mentoring (sometimes referred to as need-focused, problem-focused, or specialized mentoring) relies on specific prevention or treatment practices to improve young people's well-being by focusing on specific subgroups of young people (e.g., young people experiencing a disability) or by addressing specific needs or problems (e.g., academic success, bullying). In a targeted mentoring context, mentors often have a well-defined role to support the delivery of an evidence-based intervention.

Transitional mentoring:

Transitional mentoring programs deploy mentors to support young people who are dealing with a challenging life transition (e.g., adjusting to a new diagnosis, transitioning to a new academic level, leaving care). Cavell, Spencer, and McQuillin (2021) identified four key features of transitional mentoring programs:

- Support: The mentoring relationship helps mentees feel safe and supported.
- Tactical: The mentoring relationship is tactical and mentors perform a narrow set of tasks over a limited period of time.
- Availability: Mentors are available to be matched quickly with young people who are facing a challenging transition. Once mentees have successfully transitioned, mentors can be redeployed to support new mentees dealing with a similar transition.
- Focused: The mentoring relationship focuses on supporting mentees through a specific, time-limited transition.

Tip: Before starting this section

Click to open the resources.

Review the [Bilateral Framework Table: Contextualizing Mentoring Relationships within Formal Mentoring Programs](#) to help you situate your program.

Header & Footer

3.0 The header of the assessment page has tabs for each principles.

3.1 Click any of the tabs to access a specific principle assessment page.

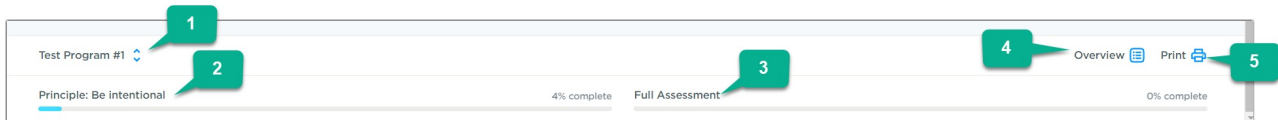


Be intentional Be context oriented Be outcomes-focused Be diligent and ensure well-being Be realistic and accountable

3.1.1 The principle highlighted in blue is the one in which the user is currently working.

3.2 The page footer presents a few actions that you can take during the assessment.

1. Toggle between programs from the assessment page.
2. View the progress status of the current principle being assessed.
3. View the completion status for the entire program assessment.
4. Click "Overview" to return to the [Assessment Overview Dashboard](#).
5. Click to print the assessment including the responses and notes you have already entered.

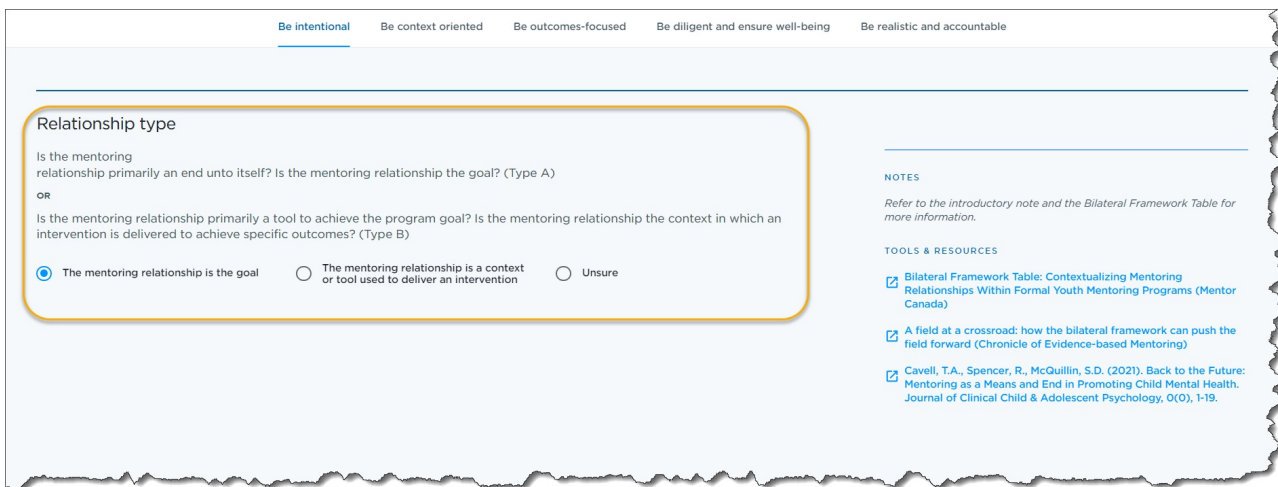


Principle Assessment Questions

Notes: The principles assessment does not need to be completed in one sitting. Users are free to leave and

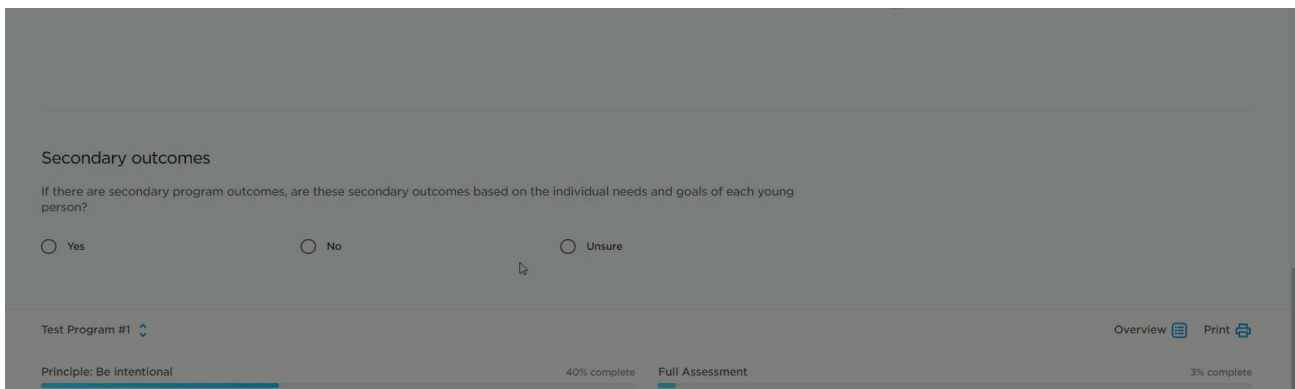
- return to the assessment as the responses are automatically saved. Users are allowed to retake the assessment and update their answers if needed.

4.0 To start the assessment of a principle, scroll down pass the introduction to view the first question.



The screenshot shows the 'Relationship type' question. The question asks: 'Is the mentoring relationship primarily an end unto itself? Is the mentoring relationship the goal? (Type A) or Is the mentoring relationship primarily a tool to achieve the program goal? Is the mentoring relationship the context in which an intervention is delivered to achieve specific outcomes? (Type B)'. There are three radio button options: 'The mentoring relationship is the goal' (selected), 'The mentoring relationship is a context or tool used to deliver an intervention', and 'Unsure'. To the right of the question, there are sections for 'NOTES' and 'TOOLS & RESOURCES'. The 'NOTES' section contains a reference to the introductory note and the Bilateral Framework Table. The 'TOOLS & RESOURCES' section contains three links: 'Bilateral Framework Table: Contextualizing Mentoring Relationships Within Formal Youth Mentoring Programs (Mentor Canada)', 'A field at a crossroad: how the bilateral framework can push the field forward (Chronicle of Evidence-based Mentoring)', and 'Cavell, T.A., Spencer, R., McQuillin, S.D. (2021). Back to the Future: Mentoring as a Means and End in Promoting Child Mental Health. Journal of Clinical Child & Adolescent Psychology, 0(0), 1-19.'

4.1 New questions will appear on screen as you are answering. You cannot move to another question until you answer the one currently displayed on screen.



The screenshot shows the 'Secondary outcomes' question. The question asks: 'If there are secondary program outcomes, are these secondary outcomes based on the individual needs and goals of each young person?'. There are three radio button options: 'Yes', 'No', and 'Unsure'. The 'Yes' option is selected. At the bottom of the page, there is a footer with the same navigation links as the previous screenshot, including 'Test Program #1', 'Principle: Be intentional' (40% complete), 'Full Assessment' (3% complete), 'Overview', and 'Print'.

4.1.1 After you answer a question, an arrow pointing down appears indicating a new question is ready for you to answer below. Click the arrow to be brought to the next available question.

Cumulative: Purpose of relationship

Based on the answers to the previous questions, does the program have a clear understanding of the purpose of the mentoring relationship?

Not clear Very clear

Test Program #1 Overview Print

Principle: Be intentional 88% complete **Full Assessment** 5% complete

TOOLS & RESOURCES

[Bilateral Framework Table: Contextualizing Mentoring Relationships Within Formal Youth Mentoring Programs \(Mentor Canada\)](#)

4.1.2 What follow depends on the answer entered. Therefore, the assessment can unfold differently from a program to another based on the answers.

Example: Below is the first question of the "Be intentional" principle. The subsequent question is based on the answer selected in the previous question.

Relationship type

Is the mentoring relationship primarily an end unto itself? Is the mentoring relationship the goal? (Type A)

OR

Is the mentoring relationship primarily a tool to achieve the program goal? Is the mentoring relationship the context in which an intervention is delivered to achieve specific outcomes? (Type B)

☒ The mentoring relationship is the goal ☐ The mentoring relationship is a context or tool used to deliver an intervention ☐ Unsure

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☐ Yes ☐ No ☐ Unsure

Relationship type

Is the mentoring relationship primarily an end unto itself? Is the mentoring relationship the goal? (Type A)

OR

Is the mentoring relationship primarily a tool to achieve the program goal? Is the mentoring relationship the context in which an intervention is delivered to achieve specific outcomes? (Type B)

☐ The mentoring relationship is the goal ☒ The mentoring relationship is a context or tool used to deliver an intervention ☐ Unsure

Target youth

Does the program target young people with a specific need and/or target young people from a specific subgroup?

OR

Does the program target young people who are experiencing a challenging life transition?

Select the **primary** focus. If the program has more than one focus areas, rank the areas in order of importance

☐ The program targets young people with a specific need.

☐ The program targets young people from a specific subgroup.

☐ The program targets young people going through a life transition.

☐ None of the above

☐ Unsure

Edit Your Answer

4.2 If you need to edit your answer to a previous question, scroll back up to the question and make a new selection.

Relationship type

Is the mentoring relationship primarily an end unto itself? Is the mentoring relationship the goal? (Type A)

OR

Is the mentoring relationship primarily a tool to achieve the program goal? Is the mentoring relationship the context in which an intervention is delivered to achieve specific outcomes? (Type B)

☐ The mentoring relationship is the goal ☐ The mentoring relationship is a context or tool used to deliver an intervention ☒ Unsure

⚠ Important: Please note that updating an answer will reset all answers already entered in subsequent questions.


Being Unsure About a Question

4.3 When you answer "Unsure" to an assessment question, you will sometimes be invited to consult an evidence-based resource to help you determine the answer. You will also have the option contact us for additional support.

Target youth

Does the program target young people with gaps in relational resources and/or living in under-resourced environments?

☐ Yes ☐ No ☒ Unsure

 **QUESTION**

Unsure about your model?

If you are unsure about your program's primary model, consult the *Bilateral Framework Table: Contextualizing Mentoring Relationships Within Formal Youth Mentoring Programs*. If you need additional help to determine your primary program model, contact us.

[Contact us](#) [Consult the Framework](#)

Test Program #1

Ranking Questions

4.4 Depending on the question, when making multiple selections, you may be asked to rank your answers in order of importance.

4.4.1 To rank your answers in order of importance, hold and drag the answer in the correct order.

Target youth

Does the program target young people with a specific need and/or target young people from a specific subgroup?

OR

Does the program target young people who are experiencing a challenging life transition?

Select the primary focus. If the program has more than one focus areas, rank the areas in order of importance

☒ The program targets young people with a specific need.

☒ The program targets young people from a specific subgroup.

☒ The program targets young people going through a life transition.

☐ None of the above

☐ Unsure

Rank the areas in order of importance

1 The program targets young people from a specific subgroup.

2 The program targets young people going through a life transition.

3 The program targets young people with a specific need.

Describe the need

Test Program

Cumulative Questions

4.5 At the end of a principle assessment, you will be invited to scale your understanding of an element of the principle being assessed. Use the slider on the scale to indicate your level of comprehension.

Cumulative: Purpose of relationship

Based on the answers to the previous questions, does the program have a clear understanding of the purpose of the mentoring relationship?

Not clear 7 Very clear

↓



Note: The cumulative questions are offered to programs as a reflection tool only, your answers are not shared by Mentor Canada.

Tools & Resources

4.6 Additional tools & resources are offered in conjunction with some questions to assist you with the answer. Click any of the tools & resources to view.

Primary outcome

Is the primary program outcome the provision of a supportive, growth-promoting relationship to foster healthy development and meeting expected developmental outcomes?

☐ Yes ☐ No ☐ Unsure

NOTES


Note that mentees may have individual goals for their mentoring relationship that are compatible with the program goals (goals that all mentees are anticipated to achieve) but that are specific to their own needs and context.

TOOLS & RESOURCES

- ☒ Developmental Relationships Framework (Search Institute)
- ☒ Measurement Guidance Toolkit (NMRC)
- ☒ Growth Mindset Toolkit and Implementation Guide (MENTOR)
- ☒ Support for Youth Thriving: Practice Review (NMRC)
- ☒ Becoming a Better Mentor: Making Room for Fun and Play (MENTOR)
- ☒ Becoming a Better Mentor: Goal Setting and Support





Personal Notes

4.7 You will notice the following icon  on the right-hand side of the screen. This is a tool that allows you to enter notes regarding any of the principles assessment question.

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☒ Yes ☐ No ☐ Unsure

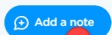
 


4.7.1 Hover your cursor on top of the tool to see it expand.

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☒ Yes ☐ No ☐ Unsure





4.7.2 Click the tool to add your notes in the box and then click  to save.

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☒ Yes ☐ No ☐ Unsure



 Michele Mantero

Test notes for this question

4.7.3 You can add multiple notes beside one principle assessment question.

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☒ Yes ☐ No ☐ Unsure

MM Michele Mantero
less than a minute ago

Test notes for this question

MM Michele Mantero

Cancel Add

4.7.4 Your notes are now visible beside the question with a time stamp and your name.

MM Michele Mantero
20 minutes ago

Test notes for this question

Note: The notes are captured on the printable version of the unfinished assessment and in the PDF version available for download once the full assessment is complete.

Role of the relationship

Does the mentoring relationship act as a supplemental, prevention- and promotion-focused form of support for a young person's overall development instead of being a targeted intervention designed to produce a specific set of outcomes?

☒ Yes ☐ No ☐ Unsure

<https://quality.mentoringcanada.dev/en/form/17d1c88b5cfd-1df-4de9-a1eb-00af01c2022c> 4/15

12/22/22, 10:17 AM Principles of Quality Mentoring: A Framework for Practice

MM Michele Mantero
less than a minute ago

Test notes for this question

Target youth

Does the program target young people with gaps in relational resources and/or living in under-resourced environments?

☒ Yes ☐ No ☐ Unsure

Print 15 sheets of paper

Destination Snagit 2021

Pages All

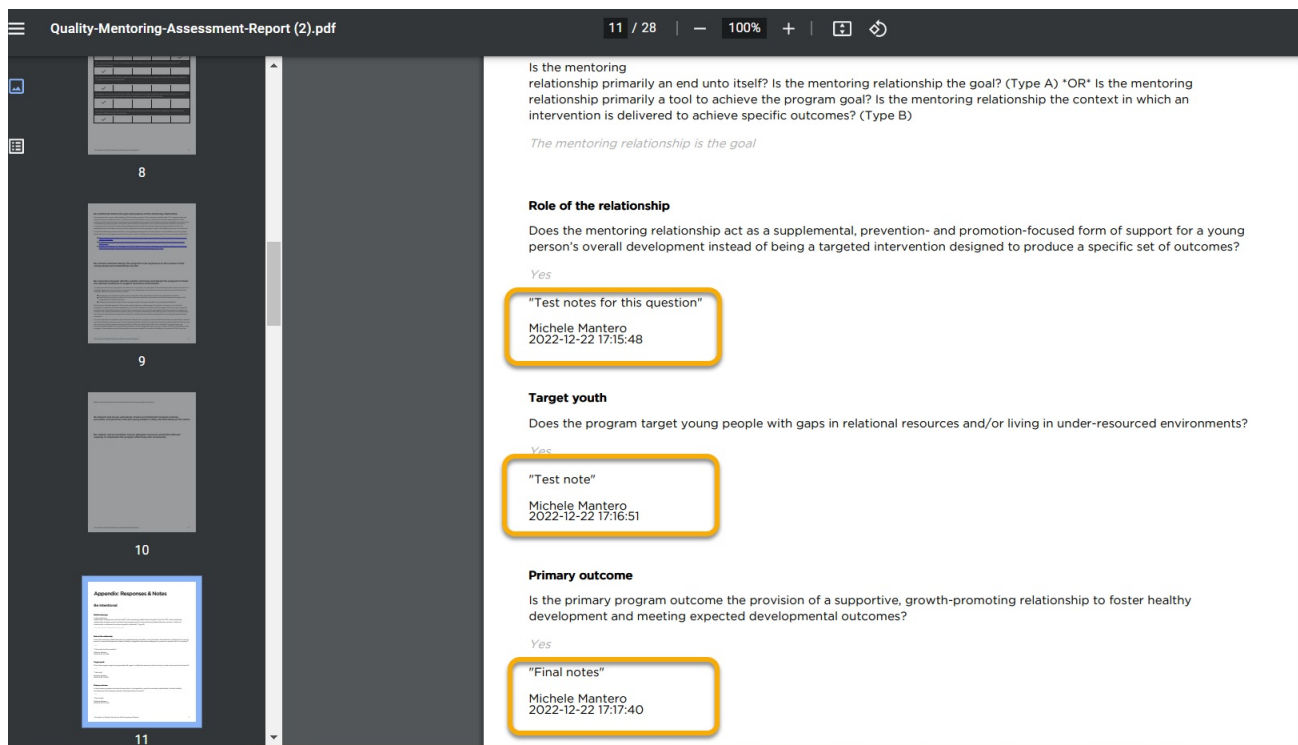
Copies 1

Layout Portrait

Color Color

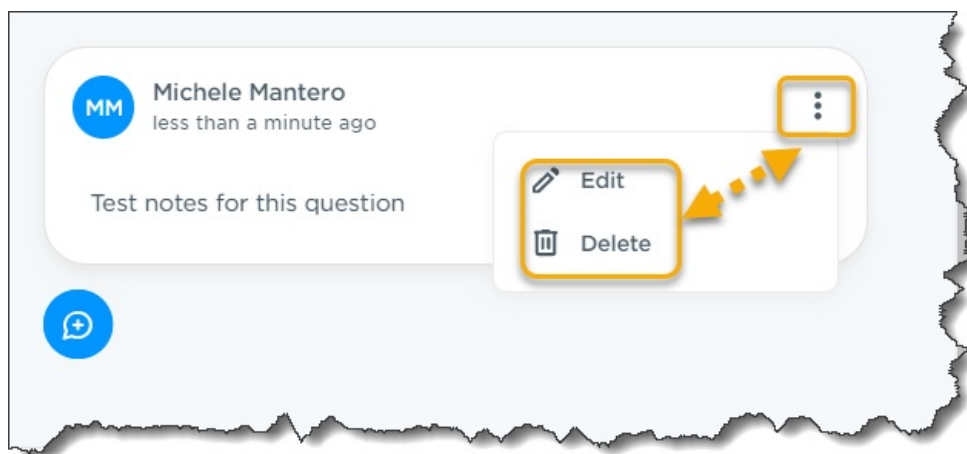
More settings

Print Cancel




[Edit or Delete Notes](#)

4.8 To edit or delete notes, click the 3 dots in the notes box to reveal the "Edit" and "Delete" actions.



Completion of a Principle Assessment

5.0 Once you reach the end of a principle assessment, the page displays a confirmation of completion and you will be invited to click [Continue](#) to move on to the next principle.



PRINCIPLE COMPLETE

Be intentional

PROGRESS


| | |
|-----------------------------------|---------------|
| Be intentional | 100% complete |
| Be context oriented | 0% complete |
| Be outcomes-focused | 0% complete |
| Be diligent and ensure well-being | 0% complete |
| Be realistic and accountable | 0% complete |

NEXT PRINCIPLE

Be context oriented

Continue

5.1 The footer also displays a completion status of 100%



PRINCIPLE COMPLETE

Be intentional

PROGRESS

| | |
|-----------------------------------|---------------|
| Be intentional | 100% complete |
| Be context oriented | 0% complete |
| Be outcomes-focused | 0% complete |
| Be diligent and ensure well-being | 0% complete |
| Be realistic and accountable | 0% complete |

NEXT PRINCIPLE

Be context oriented

Continue

Test Program #1

Overview

Print

Principle: Be intentional

100% complete

Full Self-Assessment

5% complete

- Reminder:** The principles assessment does not need to be completed in one sitting. Users are free to leave and return to the assessment as the responses are automatically saved.

NEXT

Share the Assessment

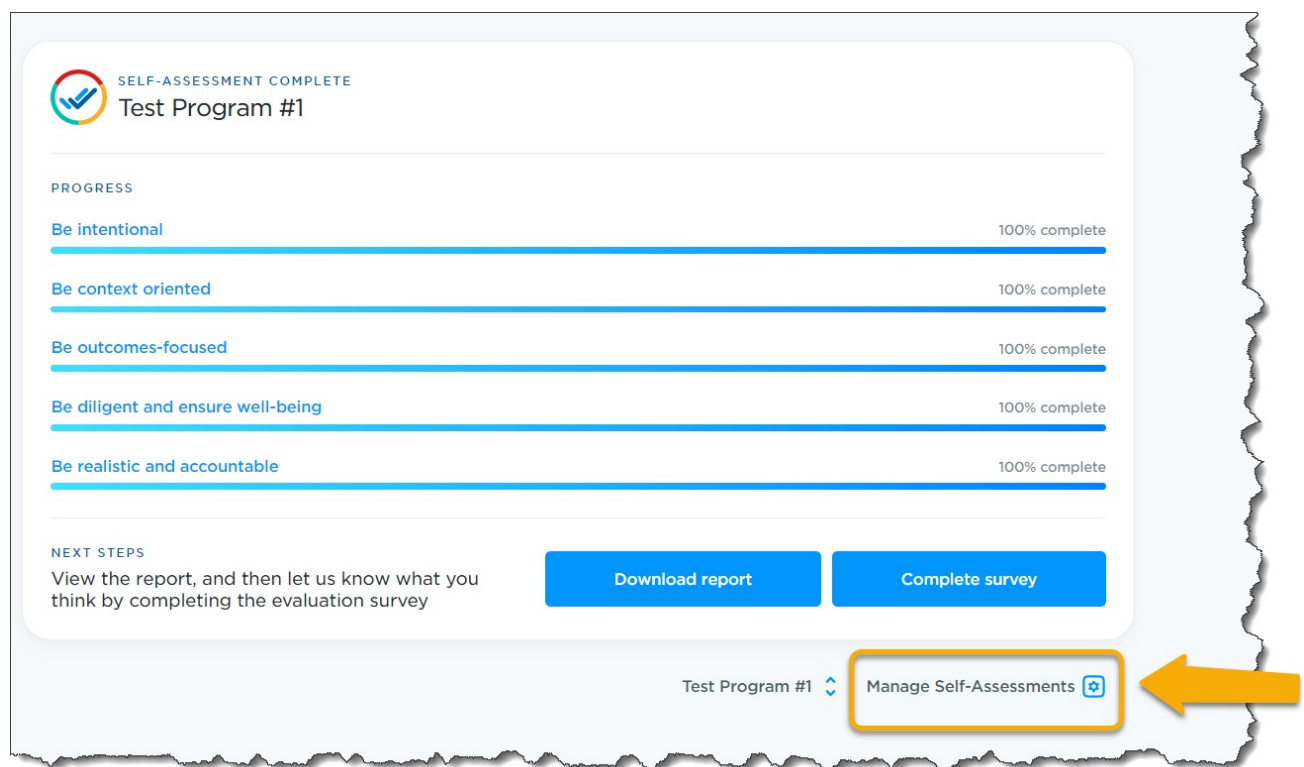
- [Share the Assessment with Colleagues](#)
- [Stop Sharing an Assessment with Colleagues](#)


Share the Assessment with Colleagues

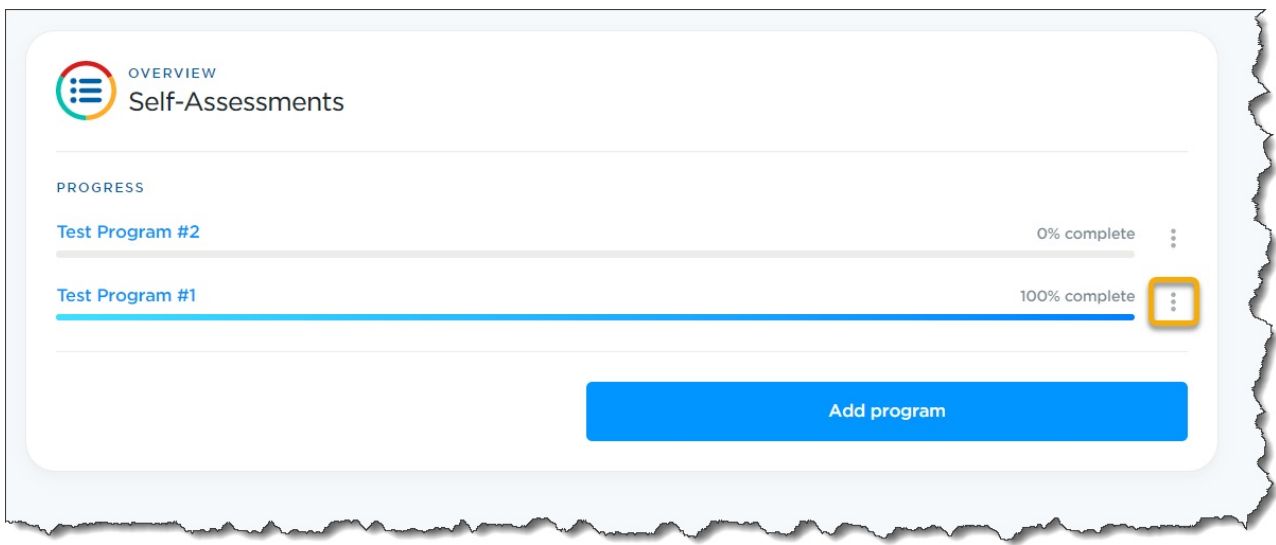
1.0 It is possible to share the program assessment with your colleagues during the assessment or after completion. This feature allows you to work collaboratively with team members by giving them a "View" and "Edit" access type to the program assessment.

Note: Sharing the program assessment will also provide visibility to the notes you have entered on the assessment to the person you are sharing it with. Once shared, you cannot unshare the assessment yourself. See section 2 below.

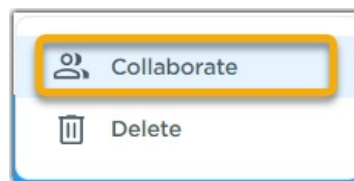
1.1 To share the program assessment, click Manage Program Assessments from the [Self-Assessment Overview Dashboard](#).



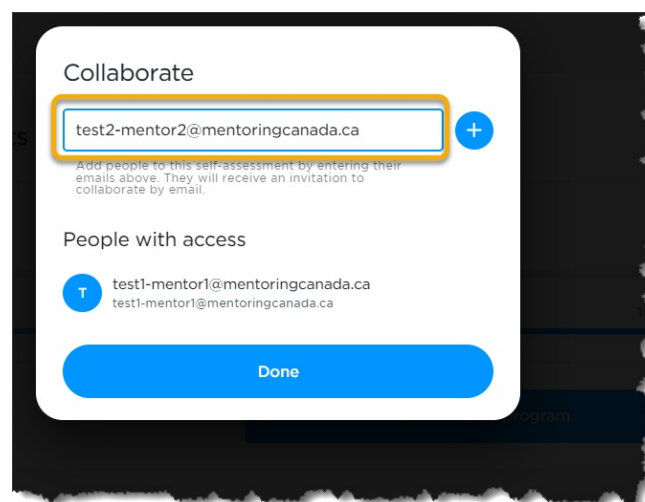
1.2 Click the  icon on the following page.





1.3 This menu will appear, click "Collaborate".



1.4 This box will appear, enter the email address of the person with whom you want to share the principles self-assessment.



1.4.1 Click  to add them to the access list. Once you click  they will appear under the "People with access" list.

Collaborate


Email +

Add people to this self-assessment by entering their emails above. They will receive an invitation to collaborate by email.

People with access

- T test2-mentor2@mentoringcanada.ca
test2-mentor2@mentoringcanada.ca
- T test1-mentor1@mentoringcanada.ca
test1-mentor1@mentoringcanada.ca

Done

1.4.2 Click  to finalize.

Collaborate

Email +

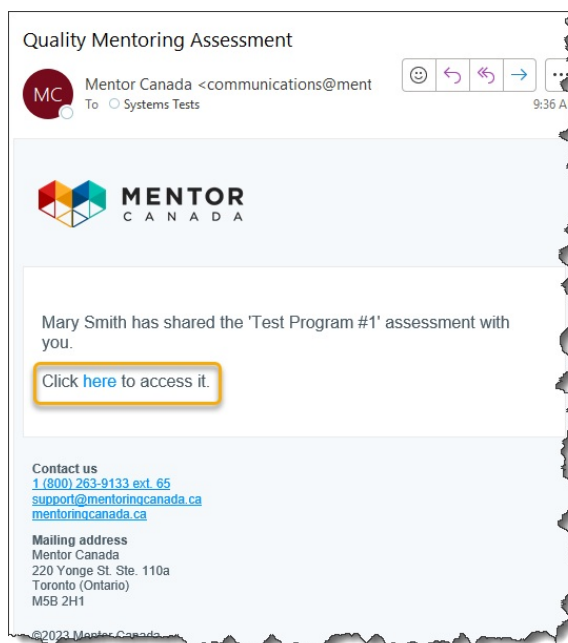
Add people to this self-assessment by entering their emails above. They will receive an invitation to collaborate by email.

People with access


- T test2-mentor2@mentoringcanada.ca
test2-mentor2@mentoringcanada.ca
- T test1-mentor1@mentoringcanada.ca
test1-mentor1@mentoringcanada.ca

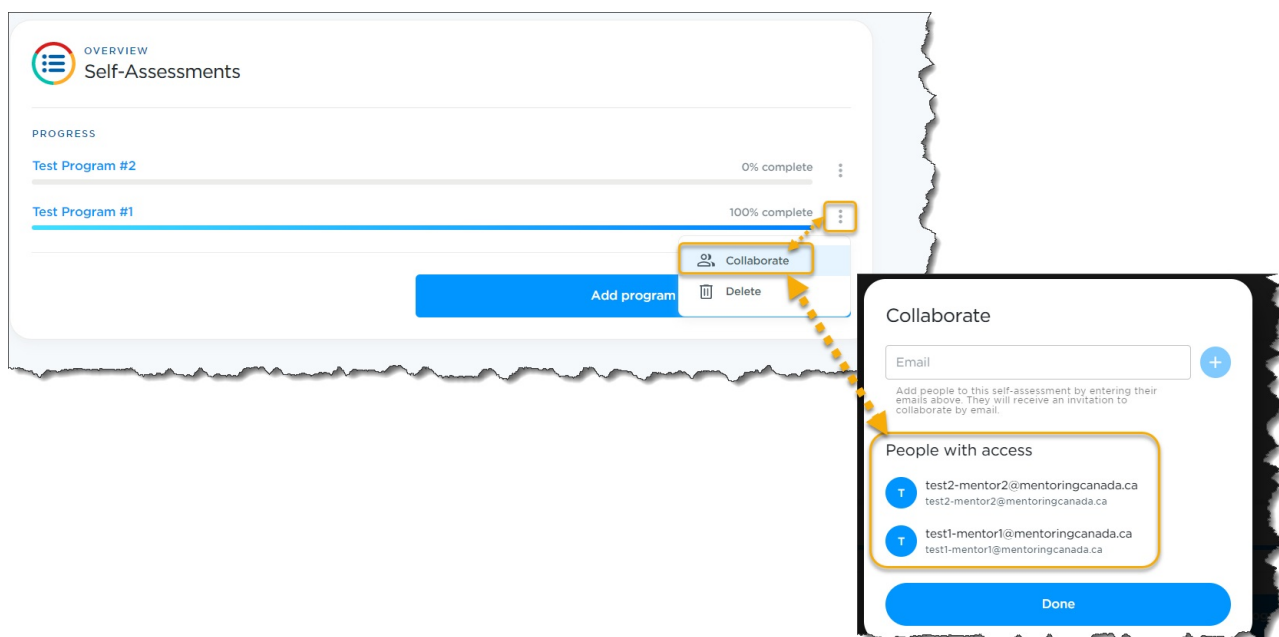
Done

1.5 The person with whom you are sharing the program assessment will receive the following email with a link to access the assessment.



1.5.1 They will be invited to sign in to view the assessment. If they do not have an account, they will be prompted to create one.

1.6 To view the names of the persons with whom you are sharing the program assessment, click  and "Collaborate" once more.



Stop Sharing an Assessment with Colleagues

2.0 To stop sharing an assessment with someone, please send an email to support@mentoringcanada.ca which includes the email address of the person you no longer wish to share the assessment with.

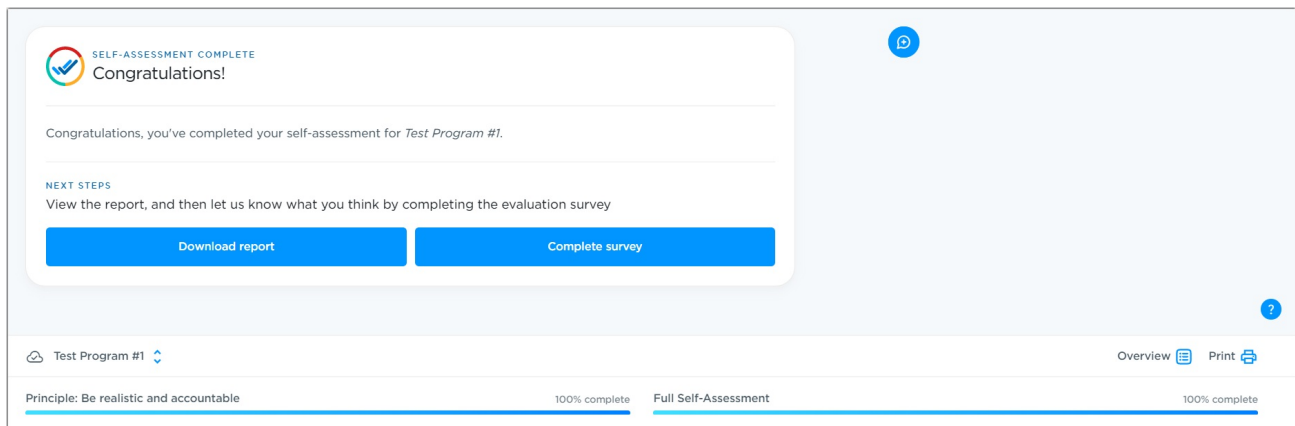
NEXT

Wrap Up the Assessment


- [Assessment Completion](#)
- [Download the Program Assessment Report](#)
- [Complete a Survey](#)

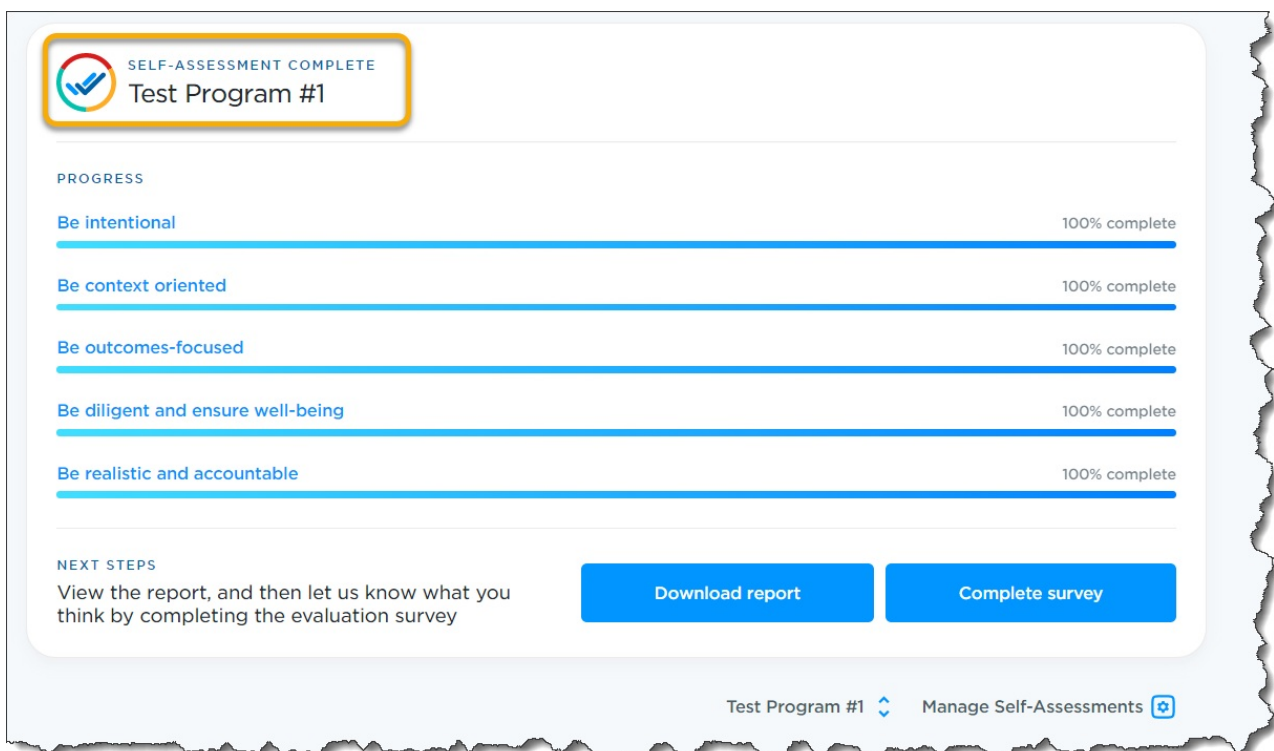
Assessment Completion

1.0 Once you have fully completed the assessment, that is, you have assessed your program against each principle, a completion confirmation appears on the page of the last completed principle.



1.1 The program is also marked as complete from the [Self-Assessment Overview Dashboard](#).

1.1.1 You will also noticed that the icon beside the program name is change from  to .



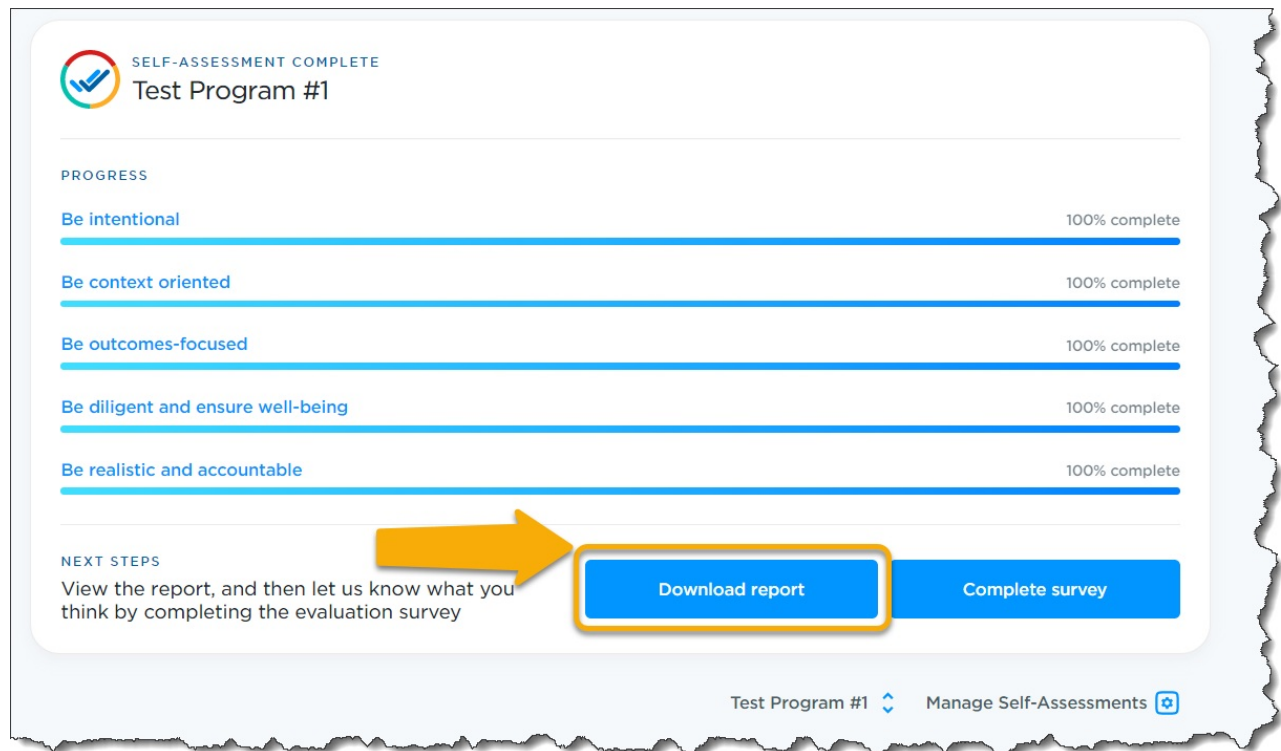
Note: Even though the program assessment is completed, you can return to any of the principle assessment to modify your answers.

Download the Program Assessment Report

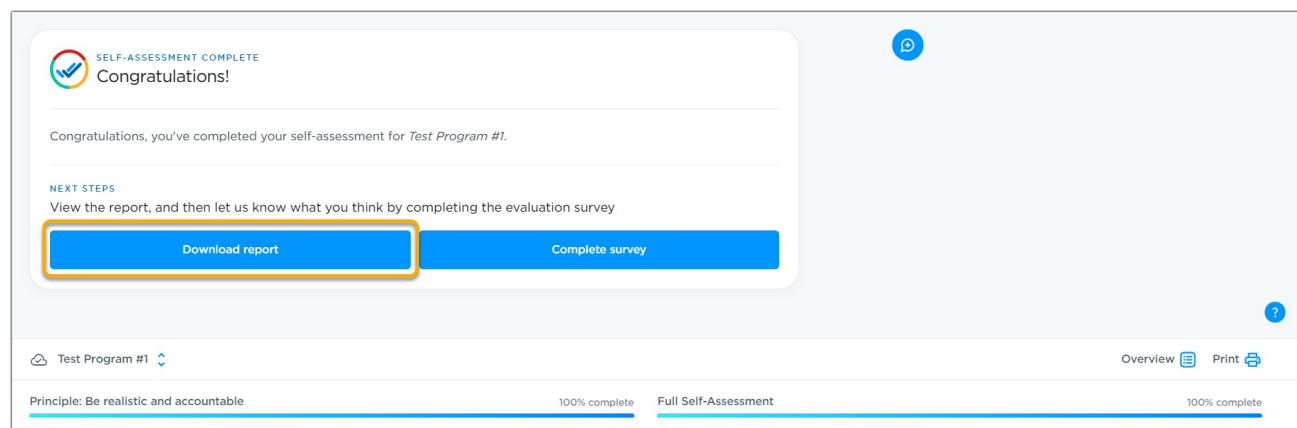
2.0 After completing the full program assessment, you will have the opportunity to download a full report of your program assessment in a PDF format. This option is offered from the [Self-Assessment Dashboard Overview](#) and at the bottom of the page when completing the last question of the last principle.

Note: Please give the system a couple of minutes to generate your report.

[Assessment Dashboard Overview](#)

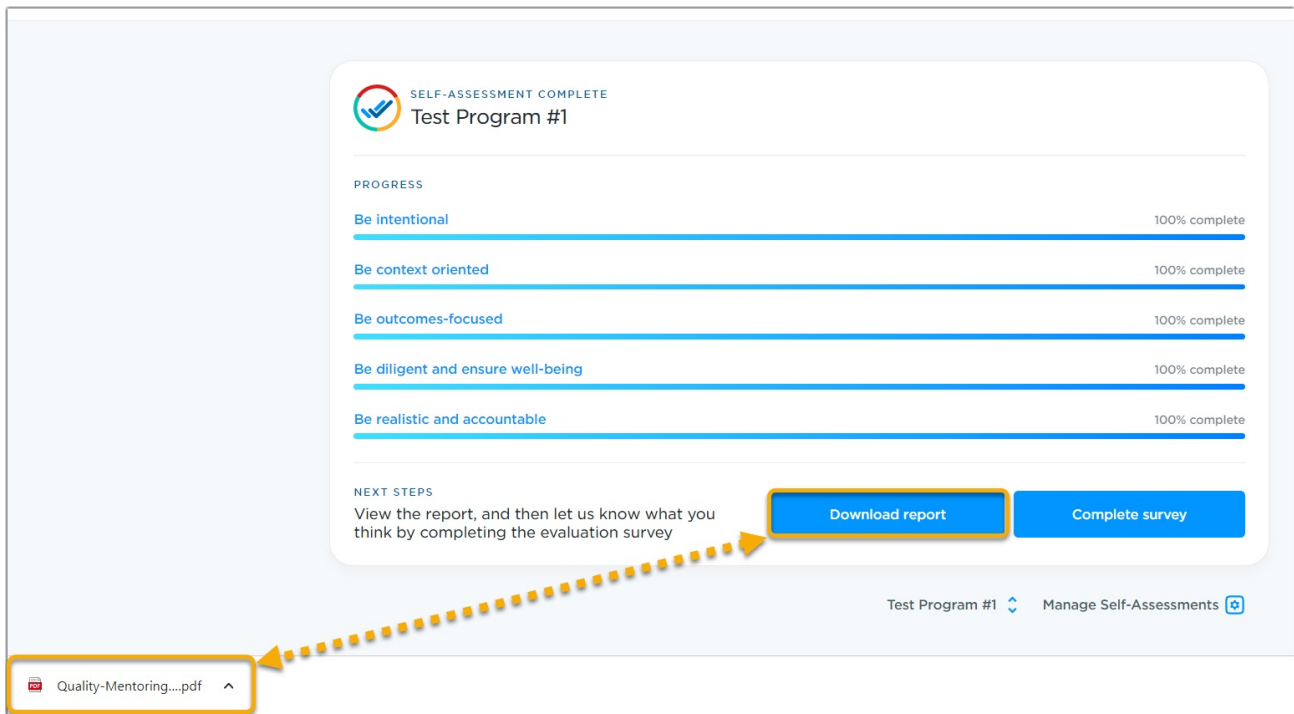


[Last Principle Page](#)

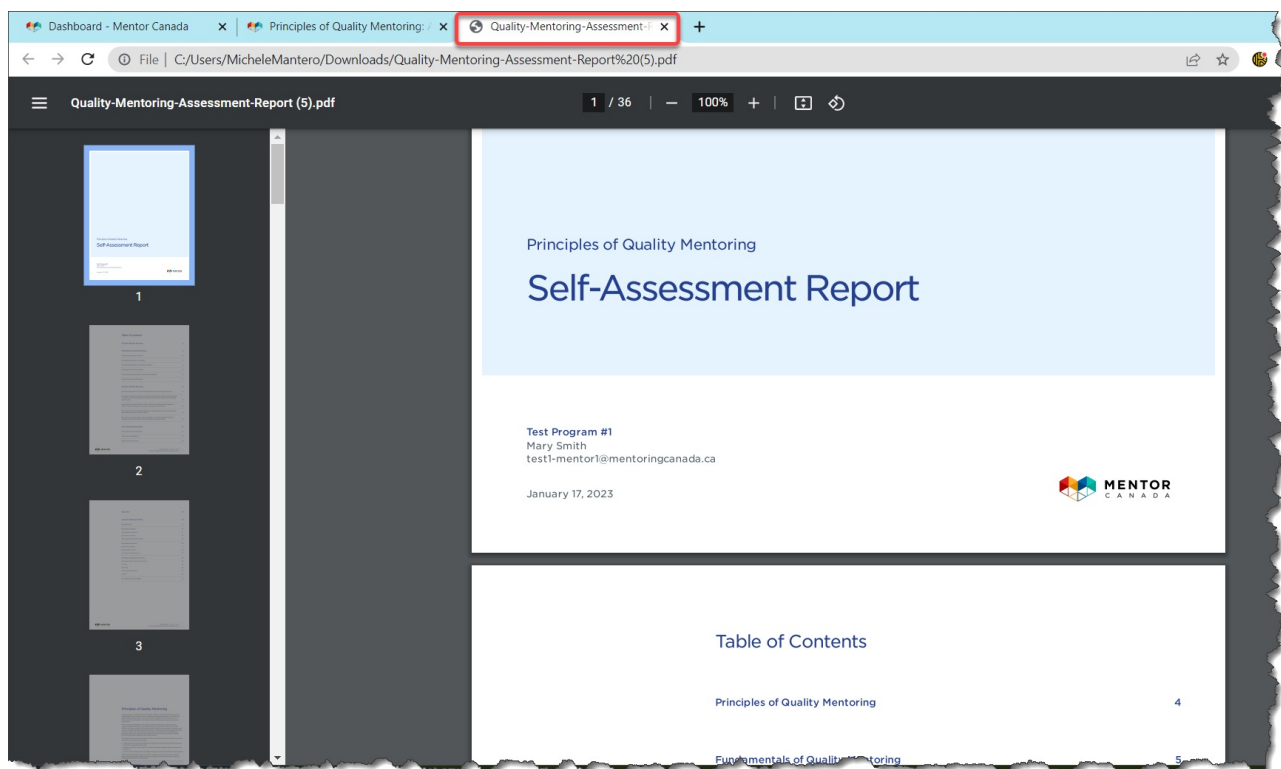


2.1 Click [Download report](#) to generate the report.

2.2 The report will appear at the bottom of the screen, **it may take a few minutes** while it is generating.



2.3 Click the report and it will open in a new tab.



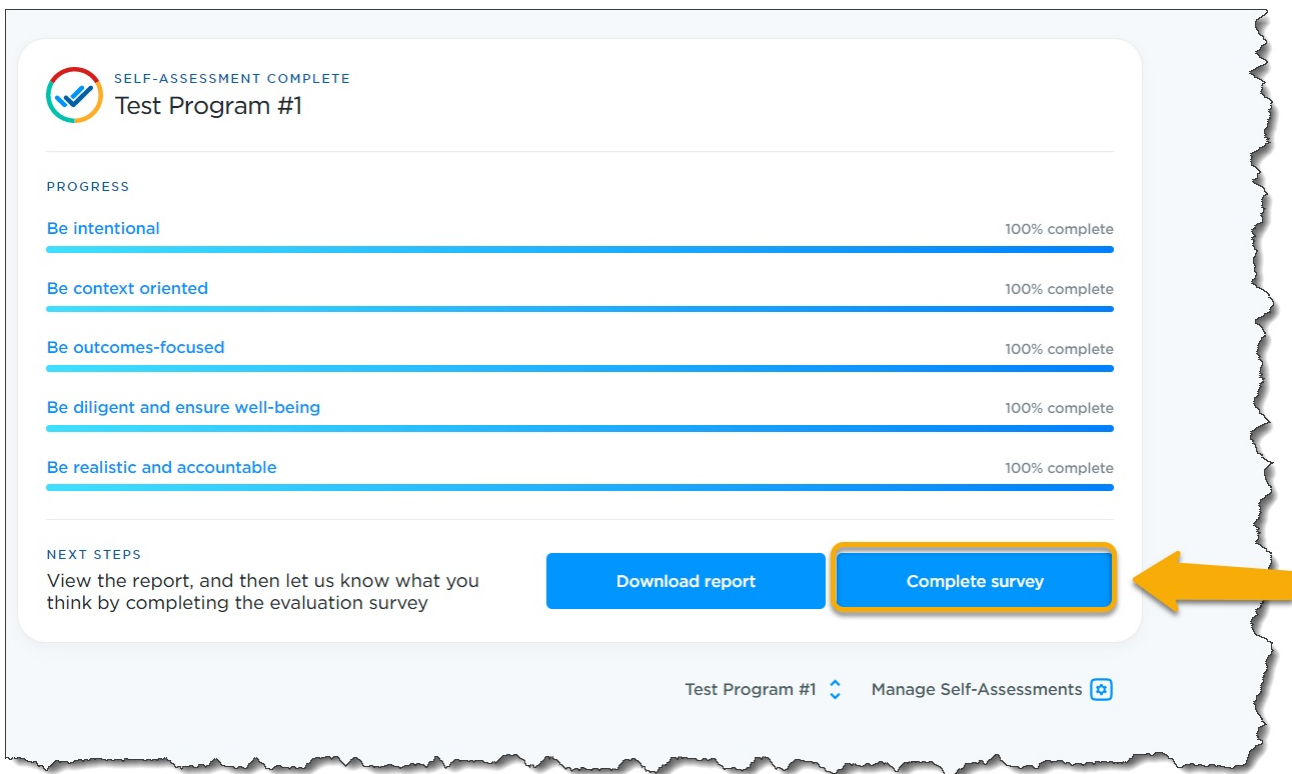
Complete a Survey



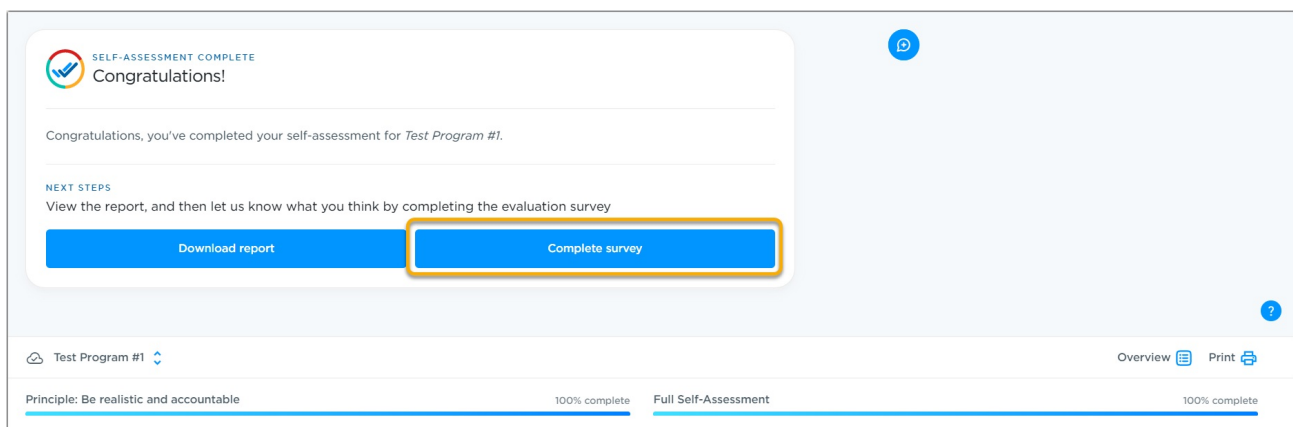
Mentor Canada is interested in your feedback to determine what new features to build as a priority for the principles self-assessment and to help refine the framework content and presentation based on its expected uses and impact. The survey is anonymous and should not take longer than 10 minutes.

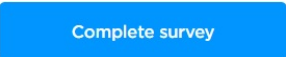
3.0 At the end of the program assessment you will also be asked to participate in a survey. The survey is accessible from the [Self-Assessment Dashboard Overview](#) and at the bottom of the page when completing the last question of the last principle.

[Assessment Dashboard Overview](#)

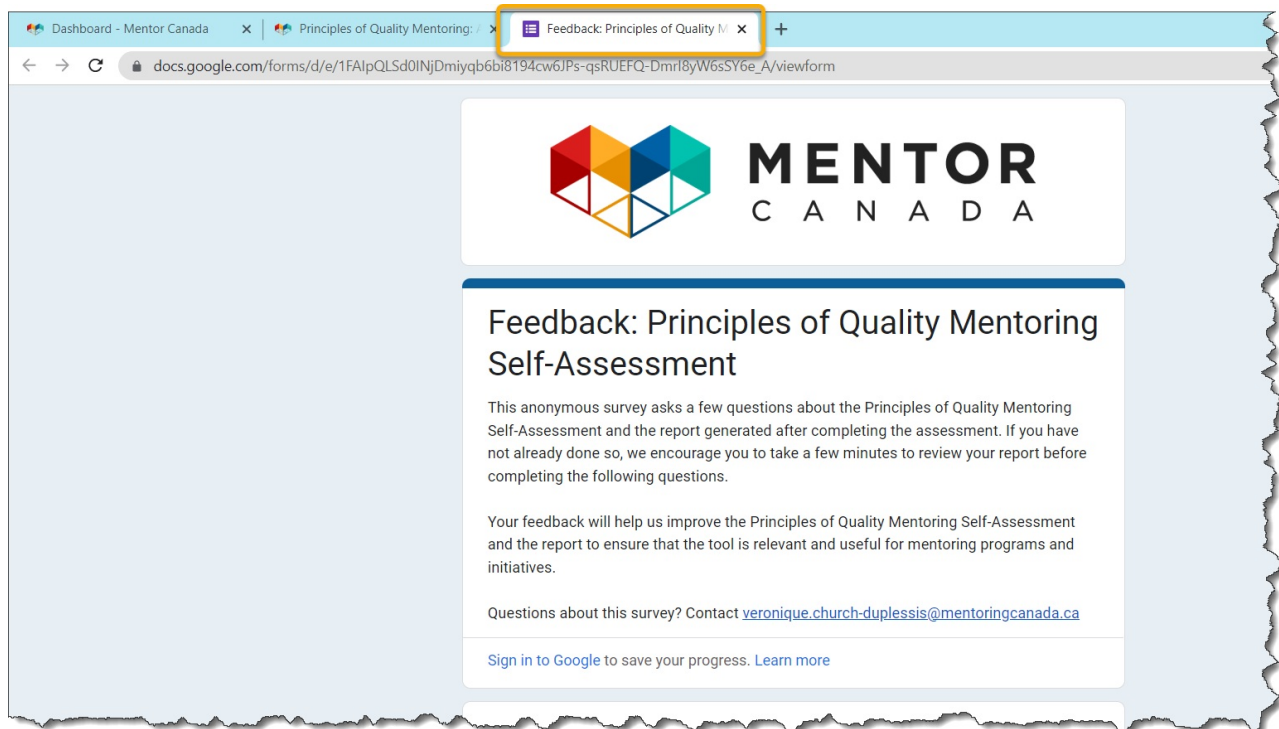


Last Principle Page



3.1 Click  to launch the survey.

3.2 The survey will open in a new browser tab and an introduction to the survey is presented.



3.3 Scroll down to view and get started with the survey questions.

1. The self-assessment gave me new ideas about areas for quality enhancement and innovation for my mentoring program or initiative.

☐ No new ideas

☐ A few new ideas

☐ Some new ideas

☐ A lot of new ideas

☐ Too many new ideas

2. I can convert these new ideas into action.

☐ Very easily

☐ Somewhat easily

☐ With some difficulty

☐ With great difficulty

3.4 Go through each question, and click  bottom of the page once you are done.

Optional: Interview

As part of the evaluation of the Quality Mentoring System, Mentor Canada and its evaluator (SRDC) will be conducting a limited number of interviews with programs who have completed the self-assessment. If you consent to be contacted to potentially be interviewed [click on this link to provide your contact information](#).

Note that your contact information will not be associated with your responses to this survey and you will have the opportunity to decline to participate should you no longer wish to be interviewed.

Submit



Clear form

Never submit passwords through Google Forms.

This content is neither created nor endorsed by Google. [Report Abuse](#) - [Terms of Service](#) - [Privacy Policy](#)


Google Forms

NEXT

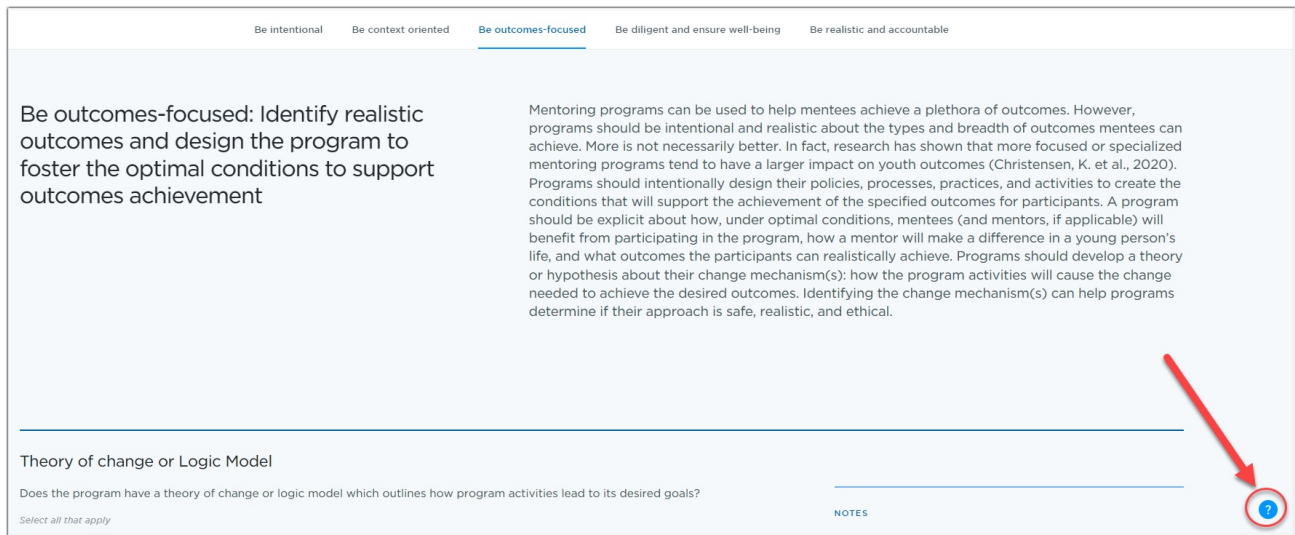
Report Technical Difficulties

- [Report Technical Difficulties](#)

Report Technical Difficulties

1.0 To report any technical issue and/or to receive technical support with the principle self-assessment tool, click the support icon  at the bottom of the page.

1.1 The support icon is available on any pages of the principle self assessment.




1.2 The support function will give you the options to:

- Self-serve by redirecting you to our Support & Training Centre
- Contact us by email

Innovation Plan

About the Innovation Plan

- [What is the Innovation Plan?](#)

What is the Innovation Plan?

Mentor Canada's *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.



NEXT

Access the Innovation Plan

- [Access the Innovation Plan](#)

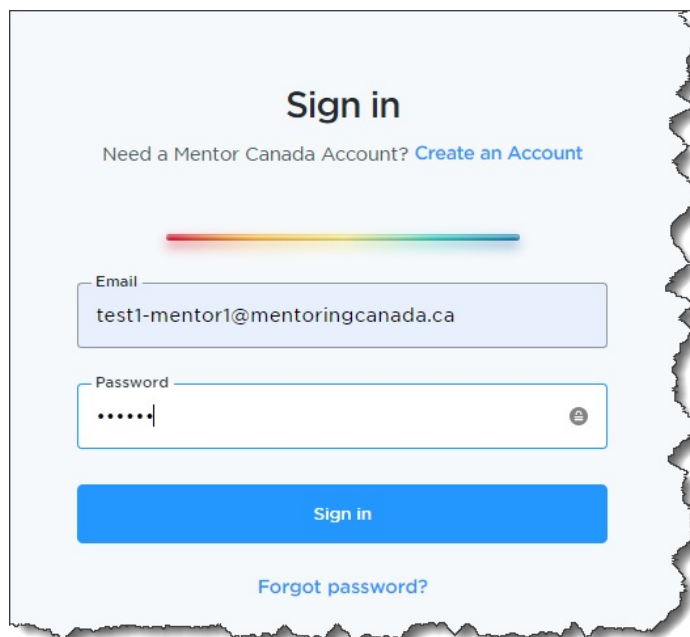
Access the Innovation Plan

1.0 Go to: plan.qualitymentoring.ca

If you already have a QMS account:

1.1 Enter your credentials and click

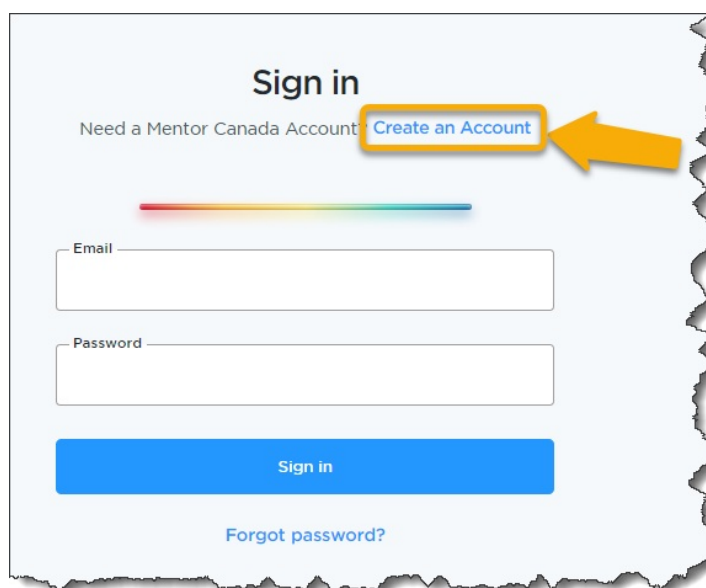
Sign in



The screenshot shows a 'Sign in' page with a light blue background and a white central box. At the top, it says 'Sign in' in bold. Below that, it asks 'Need a Mentor Canada Account?' and provides a link 'Create an Account'. There is a horizontal rainbow-colored bar. Below the bar, there are two input fields: 'Email' with the text 'test1-mentor1@mentoringcanada.ca' and 'Password' with masked characters '.....'. A blue 'Sign in' button is at the bottom of the input fields. Below the button, there is a link 'Forgot password?'.

If you do NOT have a QMS account:

1.2 If you do not have a QMS account, click "Create an Account" and follow the instructions.



This screenshot is similar to the previous one, but the 'Create an Account' link is highlighted with a yellow box and a yellow arrow points to it from the right. The rest of the page layout, including the 'Sign in' title, the rainbow bar, the input fields, the 'Sign in' button, and the 'Forgot password?' link, remains the same.



Note: To learn more on how to create an account [click here to read the *Get Started and Create an Account* article](#).

NEXT

Complete Each Section

- [Open the Different Tools](#)
- [Complete the Grids & Map](#)
- [Save your Work](#)
- [Complete a Survey](#)

Open the Different Tools

1.0 The *Innovation Plan* is composed of 4 steps sections that each offer different tools to work with to advance the quality of your mentoring program (i.e. Grids, Map etc...) as well as a feedback section.

Note: All tools are optional. Pick and choose those that will work best for your organization

Step 1
Explore and discover

Step 2
Innovate


Step 3
Collaborate and learn

Step 4
Tell us what you think

Complete the Root-Cause Analysis Grid

Discover the hidden causes of certain barriers to ensure your plans and efforts are focused in the right areas. This tool will assist your program to gain clarity and save valuable time and resources.


[View the Root-Cause Analysis Grid](#)



Complete the Mentoring Project Selection Grid

Determine which opportunities for innovation have the perfect combination of value and effort. This tool will help your program filter through all your opportunities for innovation and select the ones that will bring the most benefits to your program.

[View the Mentoring Project Selection Grid](#)

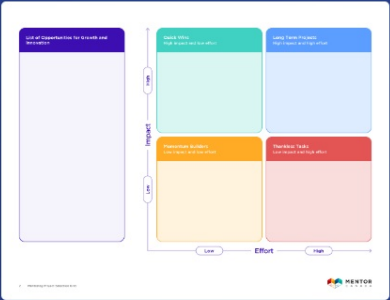


1.2 To open one of the tool, simply click the [blue link](#) under the description.

Complete the Mentoring Project Selection Grid

Determine which opportunities for innovation have the perfect combination of value and effort. This tool will help your program filter through all your opportunities for innovation and select the ones that will bring the most benefits to your program.

[View the Mentoring Project Selection Grid](#)



1.3 The tool will load and open as a PDF at the bottom of you screen. Click it to open the tool.

Step 1
Explore and discover

Step 2
Innovate

Step 3
Collaborate and learn

Step 4
Tell us what you think

Complete the Mentoring Project Selection Grid

Determine which opportunities for innovation have the perfect combination of value and effort. This tool will help your program filter through all your opportunities for innovation and select the ones that will bring the most benefits to your program.

[View the Mentoring Project Selection Grid](#)

Complete the Community Journey Map

Walk in the shoes of your community members as they move through aspects of your mentoring program. This tool will help your program or organization deepen relationships with your community, validate or challenge your assumptions, and identify mutually beneficial solutions and opportunities for innovation. The main goal of this tool is to help organizations make the space and time to hear from the diverse voices of their communities – “Nothing about us, without us!”

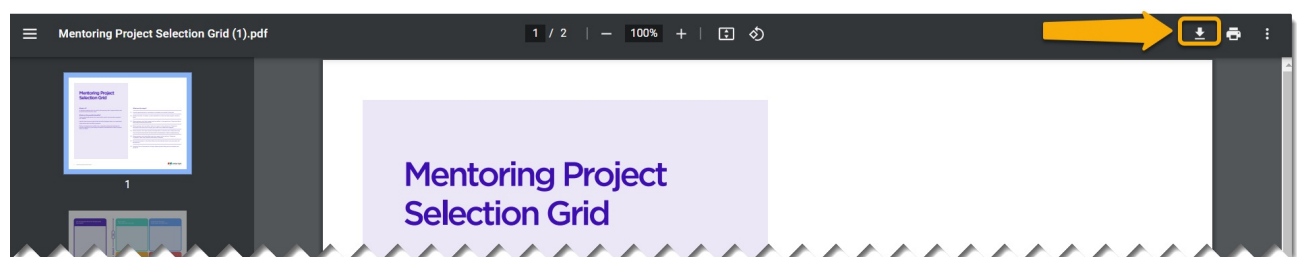
[View the Community Journey Map](#)

Mentoring Project....pdf

[Show all](#)

Save your Work

2.0 Click the download icon to save the document onto your preferred location.



2.1 Once saved, it will again appear at the bottom of the screen. Close that version by clicking the **X** at the bottom right of the screen.

2

Selection Grid

What is it?
A decision-making tool for quickly discovering which opportunities and projects have the most value.

What are the possible benefits?
Think realistically about how much effort and time innovation projects will require.
Identify and pursue projects that have the highest return on investment (high-value and low-effort projects).
Reduce interpersonal conflict (e.g., competing ideas and interests in certain projects) by providing an objective assessment of each projects' value vs. effort.

What are the steps?

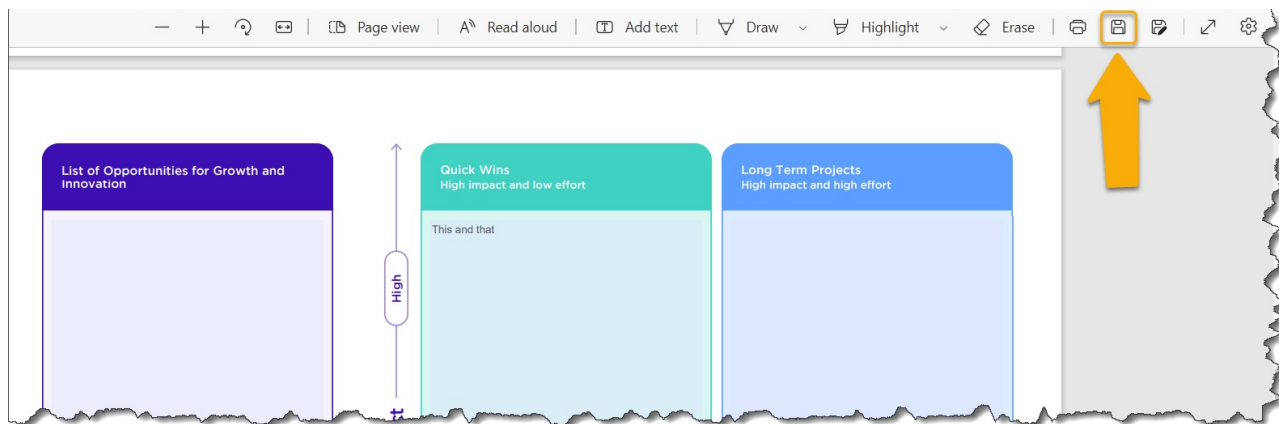
- 01 List all opportunities for innovation in the table on the left of the grid.
- 02 Assess the level of impact (y-axis) and effort (x-axis) for each project, one at a time.
- 03 Place projects with high-impact and low-effort in the green box. These are Quick Wins that should be prioritized.
- 04 Place projects with low-effort and low-impact in the yellow box. These are Momentum Builders that can get your team motivated and engaged.
- 05 Place projects with high impact and high effort in the blue box. These are Long Term Projects that should be discussed and planned for before implementing.
- 06 Place projects with high effort and low impact in the red box. These are Thankless Tasks that should be avoided if possible.
- 07 Discuss all projects in the Quick Wins box and decide which one your team will pursue first.
- 08 Use the Cycle of Innovation to begin planning and taking action towards your projects!

Mentoring Project....pdf

[Show all](#)

2.2 Search and open the newly saved version which is your personal working copy.

2.2.1 By doing step 2.1 and 2.2, the document will re-open in a version that contains a save button allowing you to save changes as you go.



Complete the Grids & Map

3.0 The first page offers information on how to use the grid or map.

Mentoring Project Selection Grid

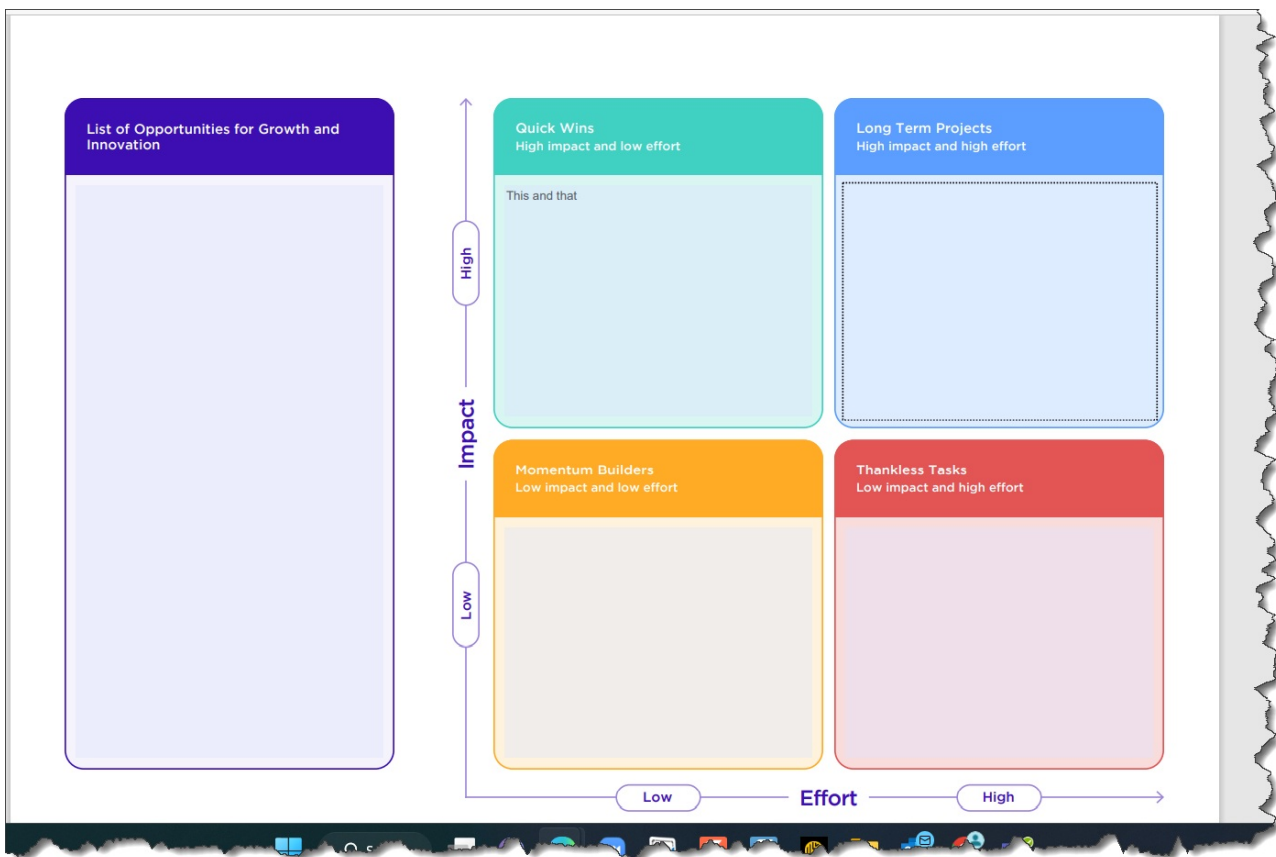
What is it?
A decision-making tool for quickly discovering which opportunities and projects have the most value.

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Think realistically about how much effort and time innovation projects will require.
Identify and pursue projects that have the highest return on investment (high-value and low-effort projects).
Reduce interpersonal conflict (e.g., competing ideas and interests in certain projects) by providing an objective assessment of each projects' value vs. effort.

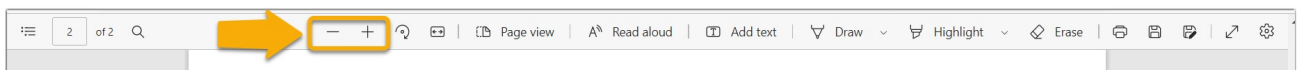
What are the steps?

- 01 List all opportunities for innovation in the table on the left of the grid.
- 02 Assess the level of impact (y-axis) and effort (x-axis) for each project, one at a time.
- 03 Place projects with high-impact and low-effort in the green box. These are Quick Wins that should be prioritized.
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- 07 Discuss all projects in the Quick Wins box and decide which one your team will pursue first.
- 08 Use the Cycle of Innovation to begin planning and taking action towards your projects!

3.1 The second page is the tool in which you can work.



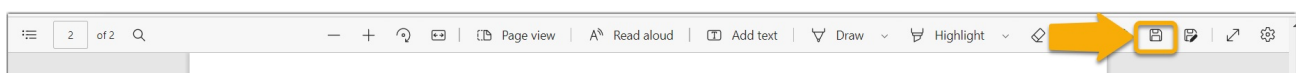
3.1.1 Use the zoom function at the top of the page to zoom in and out and adjust the document to a comfortable working view.



3.2 Type directly onto the different sections of the tool.




3.3 Do not forget to save often.



3.4 Once you are done, you can go back to the *Innovation Plan* page to utilize another tool.

Complete a Survey

-  **Mentor Canada is interested in your feedback to determine what new features to build as a priority for the Innovation Plan and to help refine the content and presentation based on its expected uses and impact. The survey is anonymous and should not take longer than 10 minutes.**

4.0 At the end of the page you will be asked to participate in a survey. Click "[Complete the survey](#)"

Step 4

Tell us what you think

Your feedback is critical. Mentor Canada is committed to continuously improving its Quality Mentoring System and we cannot do it without you! Complete our short survey and tell us what you think about the Innovation Plan.

[Complete the survey](#)




4.1 The survey opens in a new browser tab and an introduction is presented.

veronique.church-duplessis@mentoringcanada.ca'. At the bottom, there is a link to 'Sign in to Google to save your progress. Learn more'."/>

× | Innovation Plan × Innovation Plan Feedback × +

docs.google.com/forms/d/e/1FAIpQLSeBO1-RYigHJ9cuVHJ9shSSUqWES... ☆



MENTOR
C A N A D A

Innovation Plan Feedback

Your anonymous feedback will help us improve the Innovation Plan to ensure that the tool is relevant and useful for mentoring programs and initiatives.

Questions about this survey? Contact veronique.church-duplessis@mentoringcanada.ca

[Sign in to Google](#) to save your progress. [Learn more](#)

4.2 Scroll down to view and get started with the survey questions.

What tool(s) from the Innovation Plan have you used?

☐ Root Cause Analysis Grid

☐ Mentoring Project Selection Grid

☐ Community Journey Map

☐ Cycle of Innovation

After completing the Innovation Plan...

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I feel motivated to engage in quality enhancements for my program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel capable to | | | | | |

4.3 Go through each question, and click  bottom of the page once you are done.

Optional: Interview

As part of the evaluation of the Quality Mentoring System, Mentor Canada and its evaluator (SRDC) will be conducting a limited number of interviews with programs who have used the innovation plan. If you consent to be contacted to potentially be interviewed [click on this link to provide your contact information](#).

Note that your contact information will not be associated with your responses to this survey and you will have the opportunity to decline to participate should you no longer wish to be interviewed.

Never submit passwords through Google Forms.

This content is neither created nor endorsed by Google. [Report Abuse](#) - [Terms of Service](#) - [Privacy Policy](#)

Google Forms

NEXT

Community of Practice

About the Community of Practice

- [What is a Community of Practice?](#)

What is a 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 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.

If you are invested and interested in mentoring, you can join this community! The community is open to a diverse group of professionals who want to deepen their knowledge and sharpen their skills.



Some Examples of Potential Members:

- Mentoring Practitioners
- Mentoring Programs and Service Providers
- Community and Youth-Serving Organizations
- Mentoring Researchers
- Mentoring Ambassadors and Champions
- Educational Institutions
- Youth Employment Organizations
- Private Sector Offering Mentoring Opportunities
- Governments with Mentoring Mandates
- Funders of Mentoring Programs and Initiatives
- Mentoring Program Grantees

 **[CLICK HERE](#)** to access and download a bundle of 3 concise training references that provide quick and easy-to-digest information. This bundle includes a condensed version of the following user guide.

NEXT

Access the Community of Practice

- [Join the Community of Practice Today!](#)

Join the Community of Practice Today!

- ✓ **The National Community of Practice is a valuable resource for anyone involved in mentoring. It provides access to expert advice, best practices, and peer support. If you're interested in signing up for this community, follow these simple steps:**

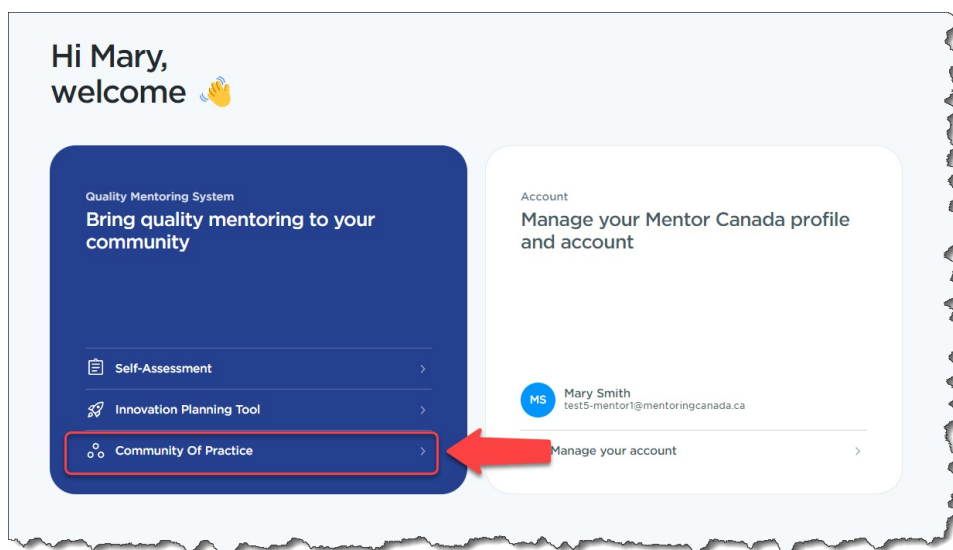


- 1 **CLICK HERE** to access and download a bundle of 3 concise training references that provide quick and easy-to-digest information. This bundle includes a condensed version of the following user guide.

- Go to qualitymentoring.ca or **scan the QR code** on this document. This is the website for the *Quality Mentoring System*.
- Look at the top right-hand corner of the page. You'll see a button that says **"Sign in."** Click on this button.



- If you already have an account, enter your login details, and click **"Sign in."** If you don't have an account yet, click on **"Create an account"**. Read the [Get Started and Create an Account](#) article to learn more or follow the instructions on the screen.
- After completing the registration process, you will be brought to your *Quality Mentoring System* dashboard. Click the **"Community of Practice"** option from the dashboard.



- You will be prompted to **fill out a short form** to enter a few **details about your program and organization**. If you do not have a program, simply type, or select "n/a" in the fields. Be sure to read and agree to the terms of use and privacy policy.

Get started with the Quality Mentoring System

Begin by entering a few details about your program and organization

- Once you've completed the form, click on the "**Continue**" button.

☒ I accept the Data Usage and Privacy Guidelines

Consult the [Data Usage and Privacy Guidelines](#)

Continue

NEXT

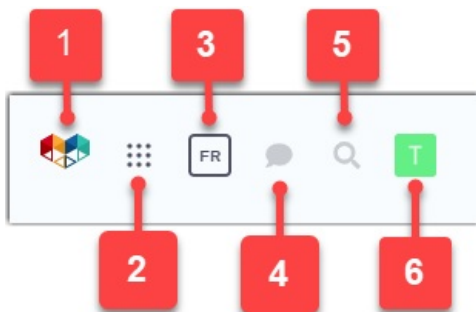
Home Page: A Quick Tour

- [Explore the Community of Practice Page Header](#)
 - [Quality Mentoring System Logo](#)
- [Centre of the Page](#)
 - [Search Box](#)
 - [Sections](#)
 - [Using the Left-Hand Menu](#)



Congratulations, you're now a member of the National Community of Practice! To help you get started, this article provides a tour of the community of practice home page. The home page is your gateway to all the resources and tools available to you, and understanding its features and functions will help you make the most of your membership. So, let's get started!

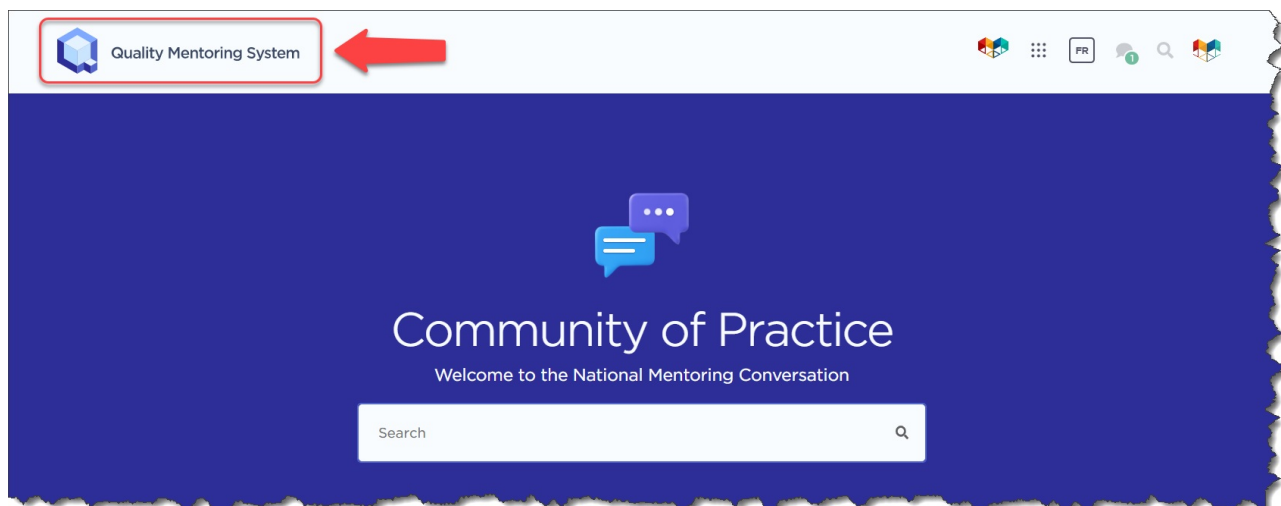
Explore the Community of Practice Page Header



1. **Mentor Canada Logo:** Click the logo to visit the Mentor Canada website.
2. **App Launcher:** Switch effortlessly between different Quality Mentoring System components.
3. **Language:** Toggle between English and French with the language button.
4. **Chat:** Start a conversation with other users using the chat feature.
5. **Search:** Search the community posts and topics to quickly find what you're looking for.
6. **Account:** Access your user account and log out.

Quality Mentoring System Logo

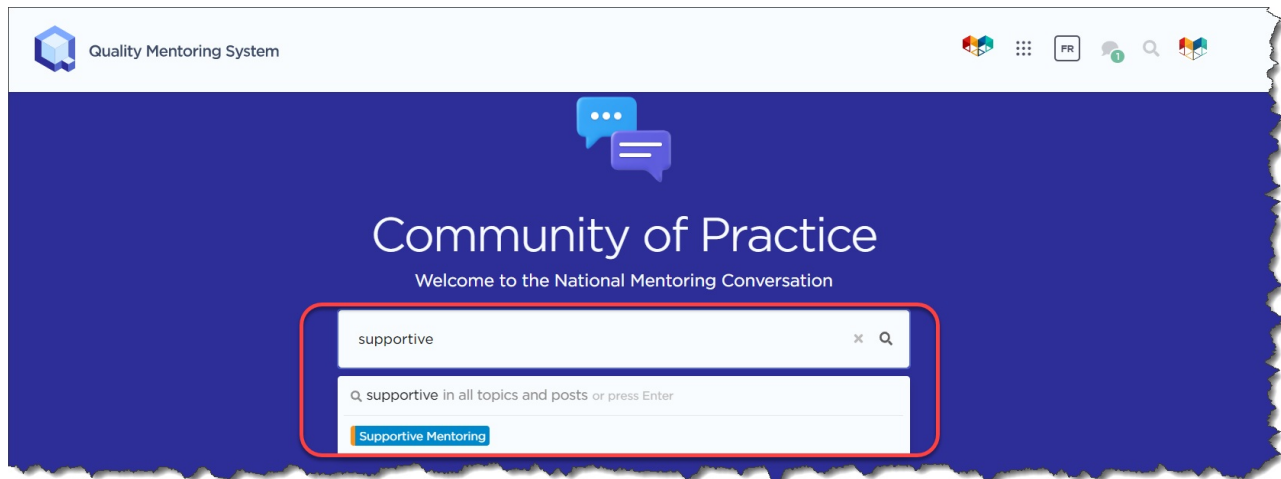
No matter where you are on the community of practice platform, simply click the Quality Mentoring Systems logo to return to the community of practice home page.



Centre of the Page

Search Box

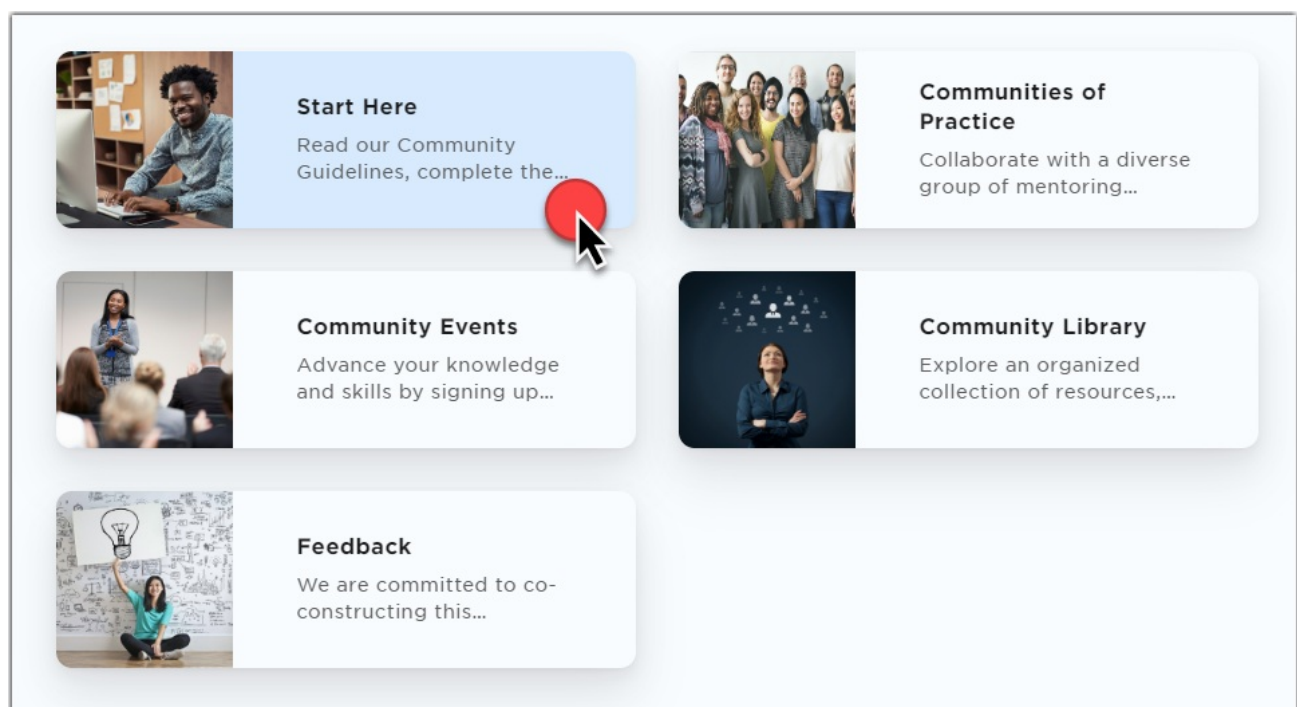
Find what you need fast by searching the community posts and topics. Simply enter your query in the search box and let the search engine do the rest.



Sections

Discover the heart of the community of practice on the center of the page, where you'll find five tiles representing different sections. Each section contains a wealth of topics open for discussion, allowing you to connect and collaborate with fellow members.

IMPORTANT: Start your journey by exploring the "Start Here" tile, which provides essential information such as community guidelines, introductions, and frequently asked questions. **Each community member is required to accept the community guidelines by clicking "I understand and accept these community guidelines" button.**



We're Here to Help

We diligently moderate the community to maintain and uphold our guidelines. In the unlikely event that someone violates these guidelines, we will take action to protect the other members of the community. Sometimes, this will involve the issuing of a warning and/or the editing or removal of content. Other times, if the violation is extreme or repeated over time, the member may be removed from the community.

If you experience or witness any behaviour that goes against our community guidelines, please contact us directly at support@mentoringcanada.ca. All reports are kept confidential.

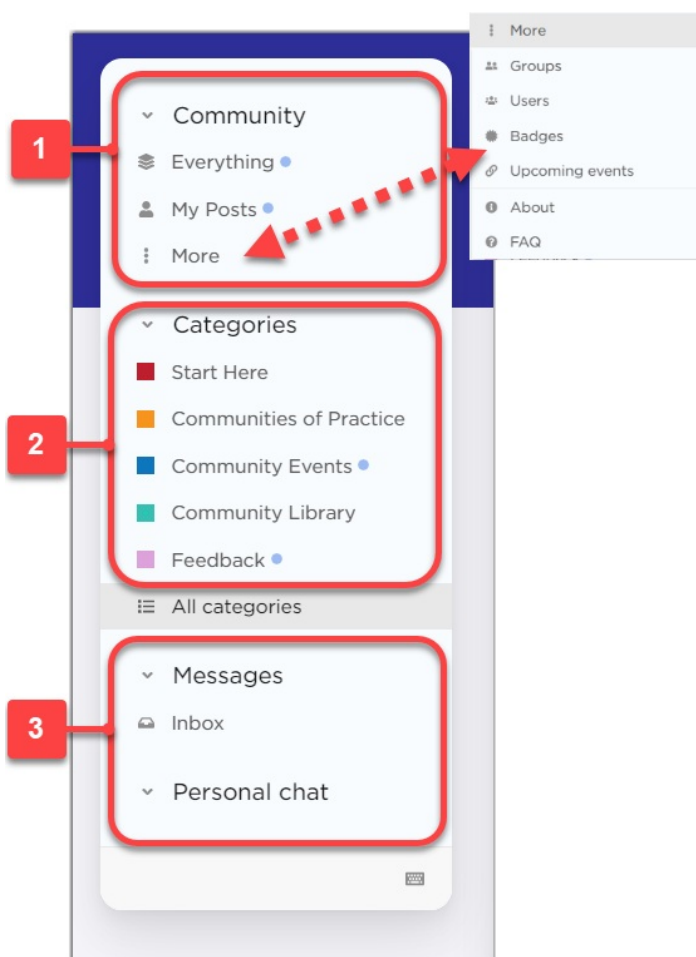
I understand and accept these community guidelines

This policy has no possible users

♡ 🔗 📌 ↩ Reply

Using the Left-Hand Menu

Navigate the left-hand menu to:



1. Explore all discussion topics, view your posts, access groups, view and reach out to other community members (users), view your badges, upcoming events and FAQ's.

2. Discover the various categories of the community of practice discussion topics.

3. Easily view your messages and start chat conversations with other members.

NEXT

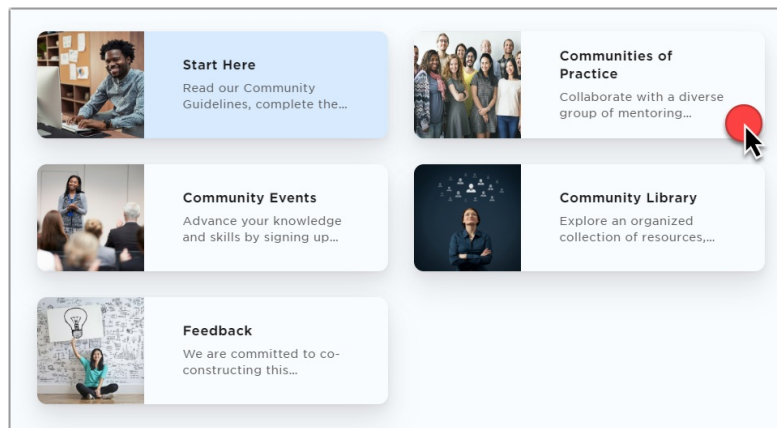
Getting Started: Interacting on the Community Page

- [Accessing Discussion Topics](#)
- [Creating a Post](#)
- [Commenting/Replying on a Post](#)
 - [Like a Post or Comment](#)
- [Keyboard Shortcuts](#)

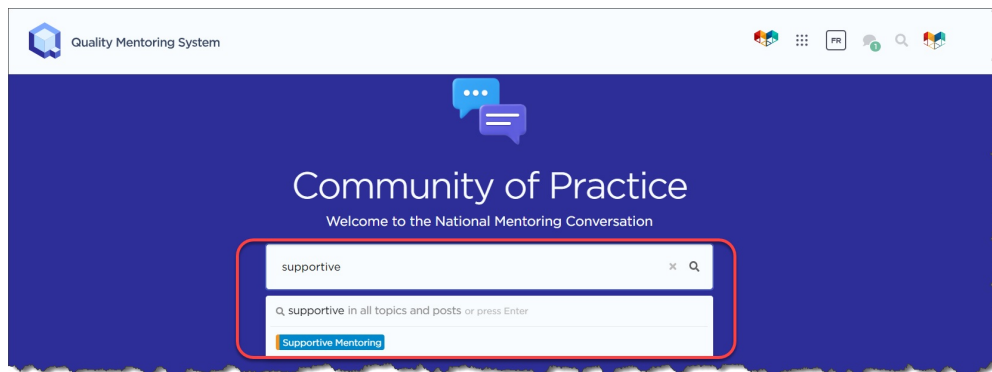
The Community of Practice is a dynamic online platform designed for you to connect, share insights, and engage in meaningful discussions. To fully participate in this vibrant community, it's essential to know how to access discussion topics, create a post, and comment/reply on the platform. In this short reference guide, we'll walk you through the essential steps to help you navigate the platform with ease and confidence.

Accessing Discussion Topics

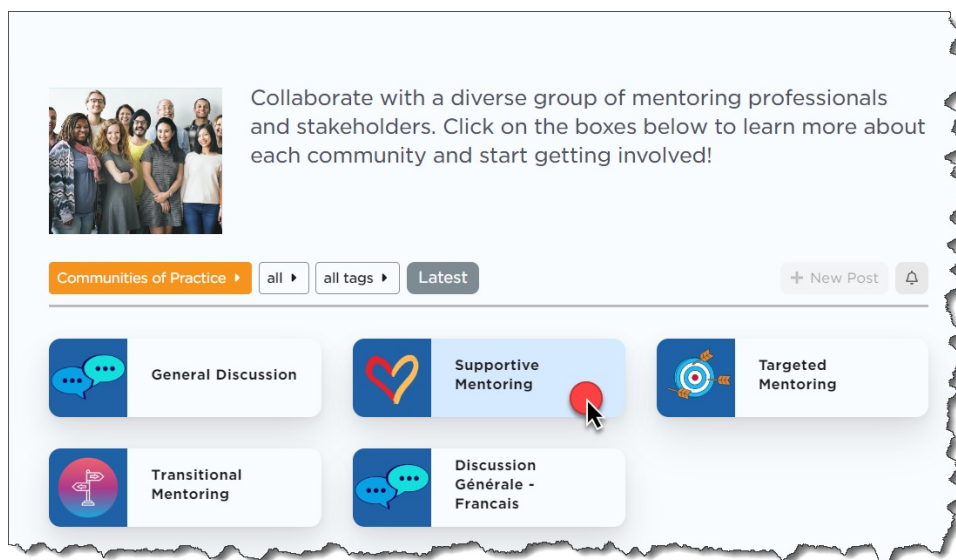
- From the home page, **click one of the five tiles displayed**. Each tile represents a different section of the community which contains a variety of discussion topics.



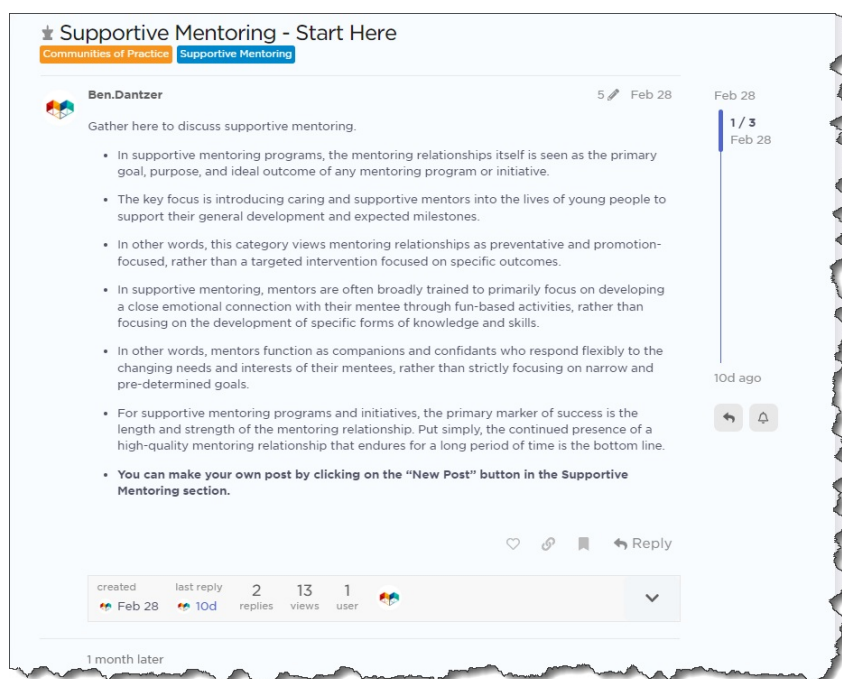
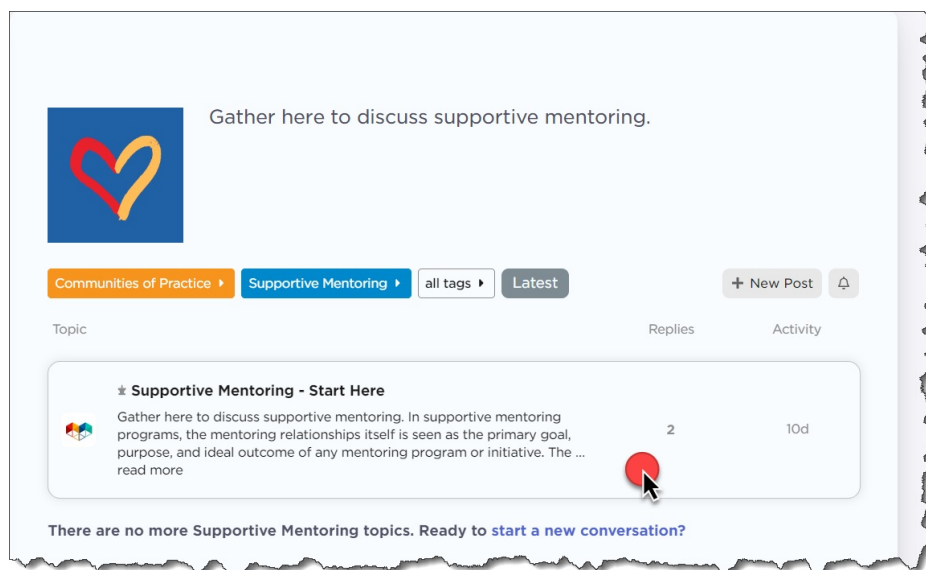
- Alternatively, from the home page use the **search bar to find specific topics**.



- **Browse** the list of **discussion topics** in the selected section.



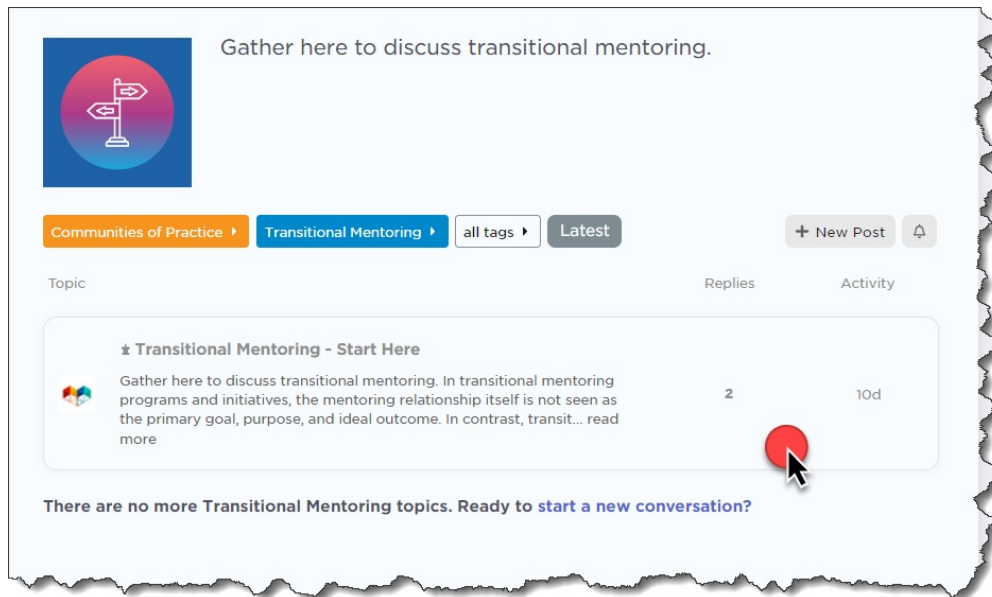
- Click on the discussion topic you want to access and start reading the discussion.



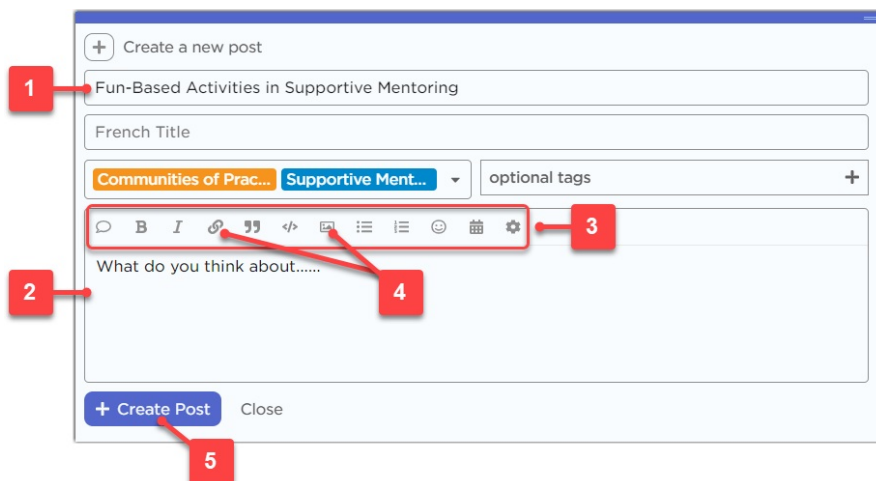
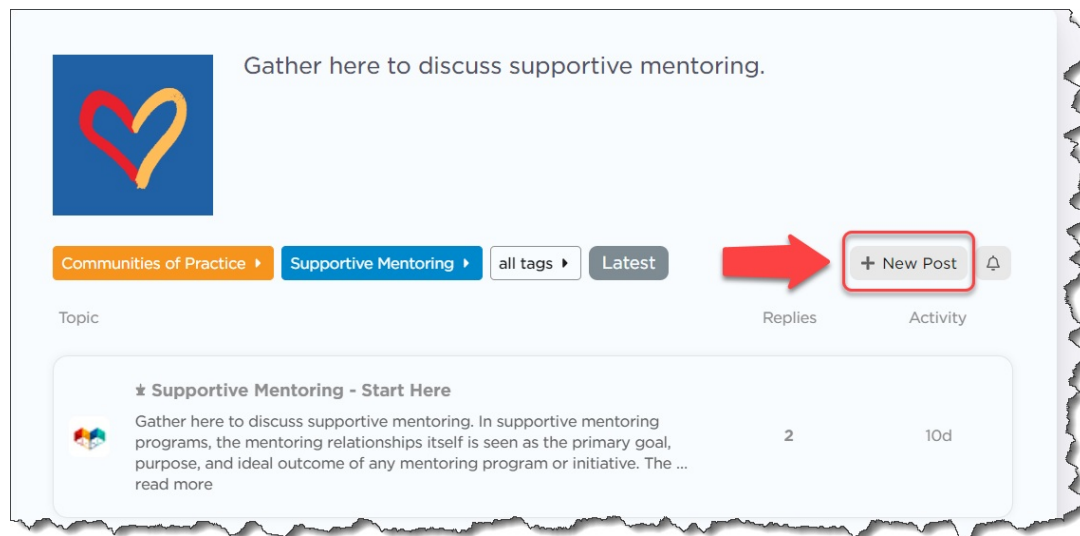
Creating a Post

Please note that while community members can create their own posts in the **Communities of Practice** section, all other sections only allow community members to comment on existing

- In the **Communities of Practice** section, **click on a discussion topic** where you want to engage.



- Click on the "New Post" button.



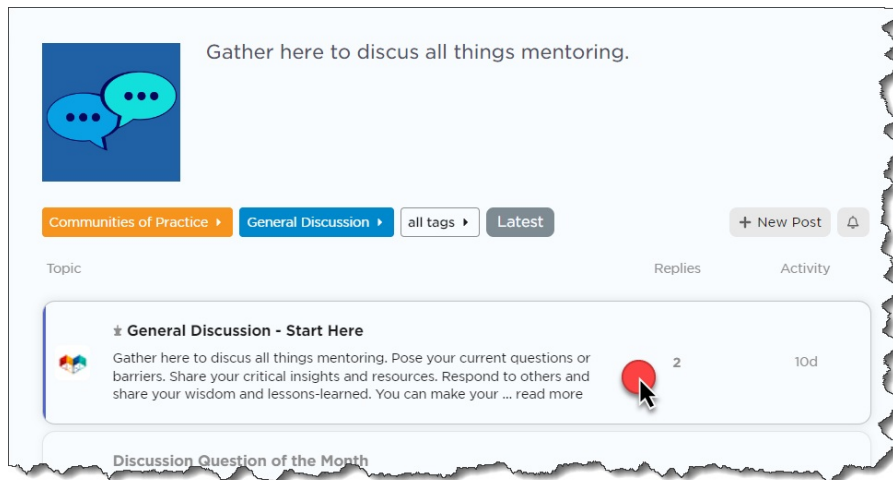
1. Enter a **descriptive title** for your post.
2. Write your **post** content in the text editor.
3. Use **formatting tools** such as bold, italics, or bullets to enhance your post.

4. If you have any **images or links** to include, use the appropriate buttons to add them.

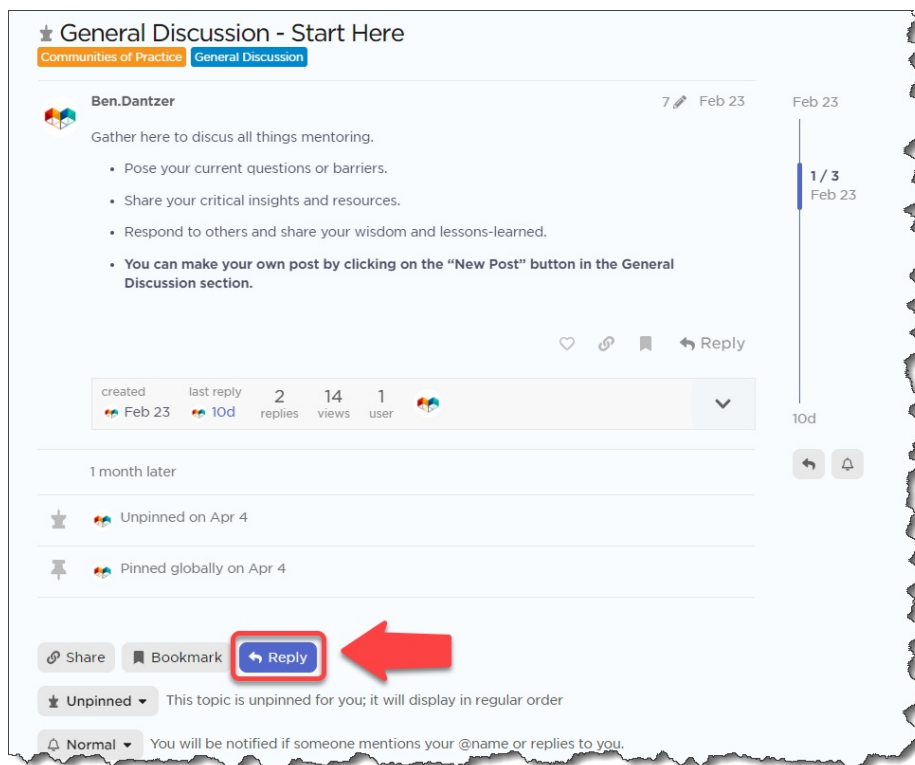
5. When you're done, **click on the "Create Post"** button to publish your post.

Commenting/Replying on a Post

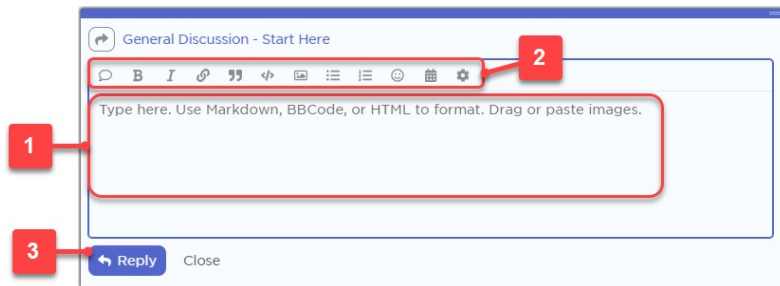
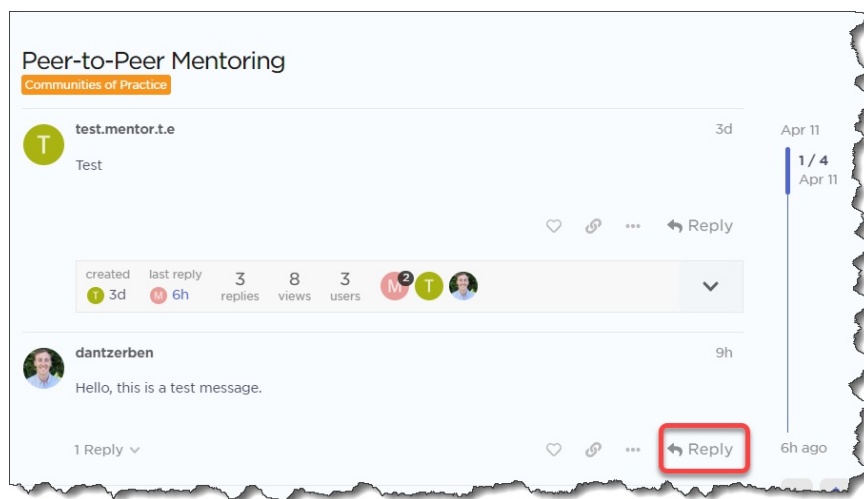
- Go to the discussion topic where you want to comment or reply.



- Scroll down to the bottom of the page where you'll see a **blue "Reply" button**.



- Click on the blue **"Reply"** button to open the text editor.
 - If you want to reply specifically to someone's comment, rather than to the overall discussion post, simply click the 'Reply' button located underneath that person's comment.

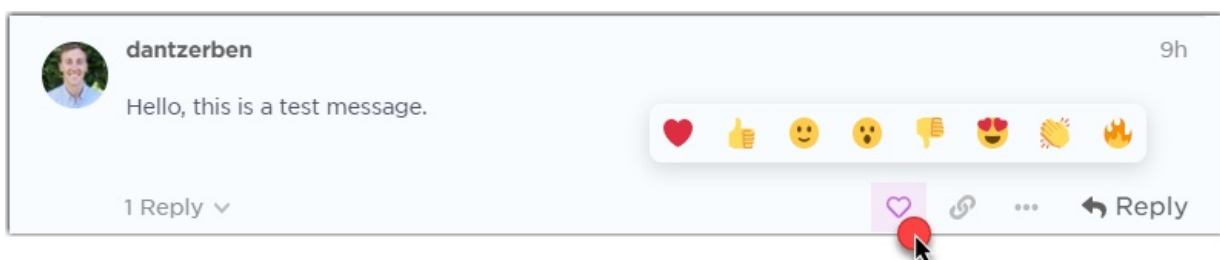


1. Write your comment in the text editor.
2. Use formatting tools to format your text, if needed.
3. When you're done, click on the "Reply" button to post your comment or reply.

Like a Post or Comment

Another features available is the ability to like or react to a post or comment.

- Look for the "like" button at the bottom of the post or comment. It is represented by a heart icon.
- Click on the "like" button to like the post or comment. Alternatively, you can click on the smiley face icon to choose another emoji to react to the post or comment.
- If you want to undo your like or reaction, click the corresponding button again to remove it.

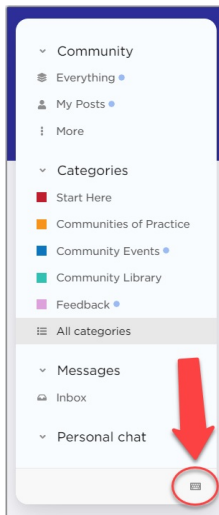


Keyboard Shortcuts

Looking for a way to boost your productivity and save time while navigating through a community page? Look no further than keyboard shortcuts! We've compiled a table of the most useful keyboard shortcuts that will help you navigate the page with ease.

| Keyboard Shortcuts | |
|---------------------|------------------------|
| G, H | Jump to Home Page |
| G, M | Jump to Messages Inbox |
| G, P | Jump to Profile |
| SHIFT + R | Reply to a Post |
| U | Back to Previous Page |
| B | Bookmark a Post |
| SHIFT + Z SHIFT + Z | Log Out |
| - | Open the Chat Box |

But wait, there's more! To access the full range of keyboard shortcuts, simply click the small keyboard icon located at the bottom of the menu on the left-hand side of the community page.



| Keyboard Shortcuts | | | |
|---|---|--|---|
| Jump To g . h Home g . l Latest g . n New g . u Unread g . c Categories g . t Top g . b Bookmarks g . p Profile g . m Messages g . d Drafts g . j Next Topic g . k Previous Topic Application = Open hamburger menu p Open user menu c Create a new topic | Actions f Toggle bookmark topic t Reply as linked topic Shift + r Reply to topic r Reply to post q Quote post Shift + p Pin/Unpin topic Shift + s Share topic s Share post l Like post f Flag post b Bookmark post e Edit post d Delete post m . m Mute topic m . r Normal (default) topic m . t Track topic | Composing Shift + c Return to composer Shift + F11 Fullscreen composer Ctrl + Shift + . Insert current time Bookmarking Enter Save and close l . t Later today l . w Later this week n . d Tomorrow n . b . w Start of next week n . b . d Next business day c . r Custom date and time n . r No reminder d . d Delete bookmark | Search Menu t / i Move selection up and down a Insert selection into open composer Ctrl + Enter Launches full page search Chat Ctrl + k Open quick channel selector Alt + t / Alt + i Switch channel Ctrl + b Bold (composer only) Ctrl + i Italic (composer only) Ctrl + e Code (composer only) Ctrl + t Insert hyperlink (composer only) - Open chat drawer esc Close chat drawer Shift + esc Mark all channels read |

NEXT

Understanding Messages and Chats: How to Communicate with Other Users

- [Introduction](#)
- [Part 1: Understanding Messages and Chats](#)
- [Part 2: Sending a Message to Another User](#)
- [Part 3: Starting a Chat Conversation with Another User](#)
- [Part 4: Accessing your Inbox for Messages & Existing Chat Conversations](#)

Introduction

The Community of Practice offers different communication options to connect with other users, including messages and chats. In this quick training article, we'll explore the difference between messages and chats and guide you through the process of sending both types of communication within the Community of Practice. Harness the power of communication within the Community of Practice to engage in meaningful discussions and build connections within your community.

Part 1: Understanding Messages and Chats

1. Messages:

Messages on the Community of Practice are private communications between individual users. They are typically used for one-on-one conversations or for sharing information privately. Messages are similar to email exchanges and are not visible to other users unless they are part of the conversation. Messages offer a range of formatting options, allowing you to enhance the content of your messages. **i.e.** bold text, bullet points, hyperlinks etc....

2. Chats:

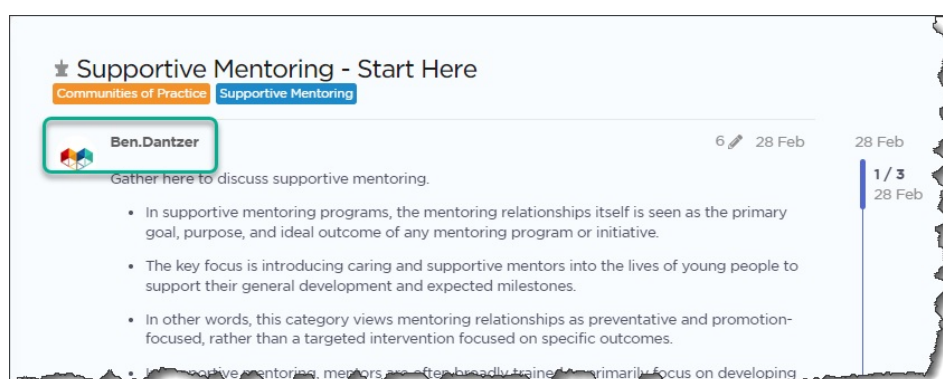
Chats, on the other hand, are real-time conversations that can involve one or multiple participants. Chats are useful for quick exchanges and brainstorming sessions. Chats provide a streamlined interface for quick exchanges, but they may offer limited formatting options compared to messages.

Part 2: Sending a Message to Another User

Sending a Message From the User Profile

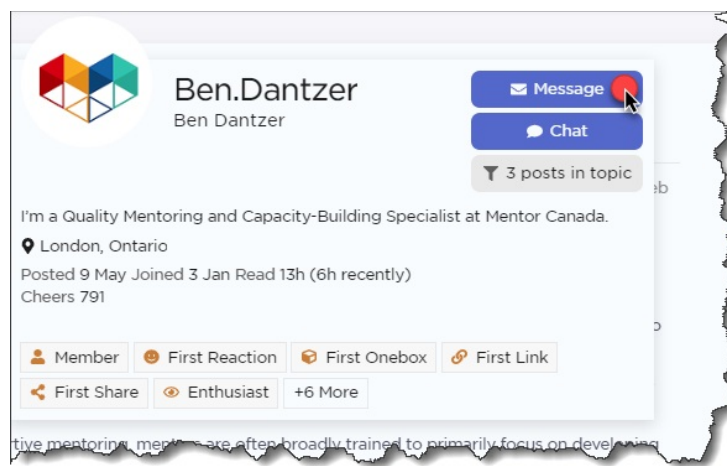
1. Locate the User:

To send a message to another user, locate their profile by clicking on their username or avatar. You can find this information within a topic, under a user's post, or by searching for their name in the Community of Practice.



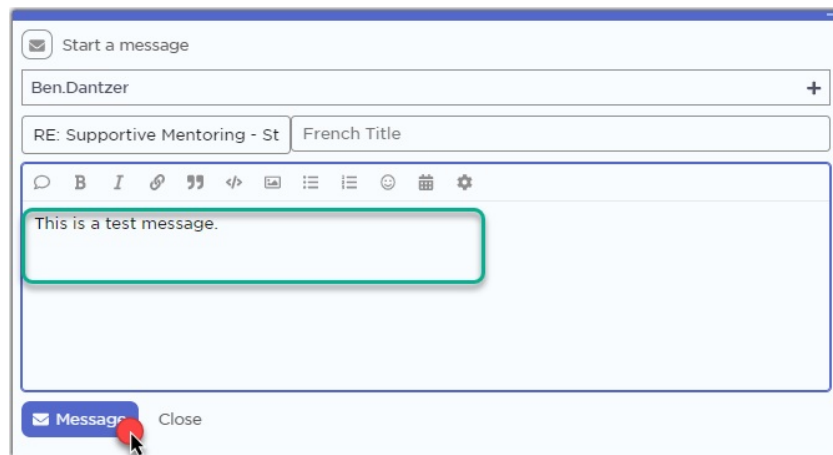
2. Access the Message Option:

Once you click on the username or avatar, look for the "Message" option. It is represented by an envelope icon on a button labeled "Message." Clicking on this option will open the message composition window.



3. Compose and Send the Message:

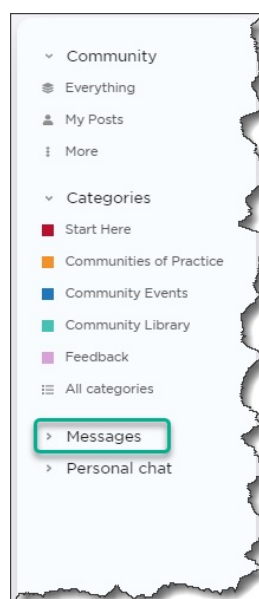
In the message composition window, type your message, including the subject and the main content. Once you are satisfied with your message, click the "Message" button to deliver it to the intended recipient. The user will receive a notification about your message and can respond accordingly.



Sending a Message From the Left-Hand Side Menu

1. Access the Message Option:

To send a message to another user, navigate to the left-hand side menu and look for the "Messages" option.



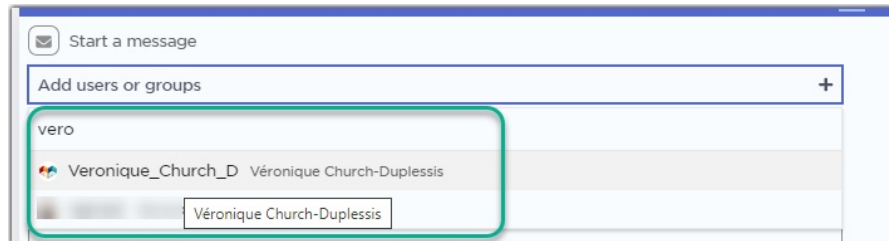
2. Compose a New Message:

Within the Messages section, locate the "New Message" button, represented by a + sign. Clicking on it will open the message composition window.



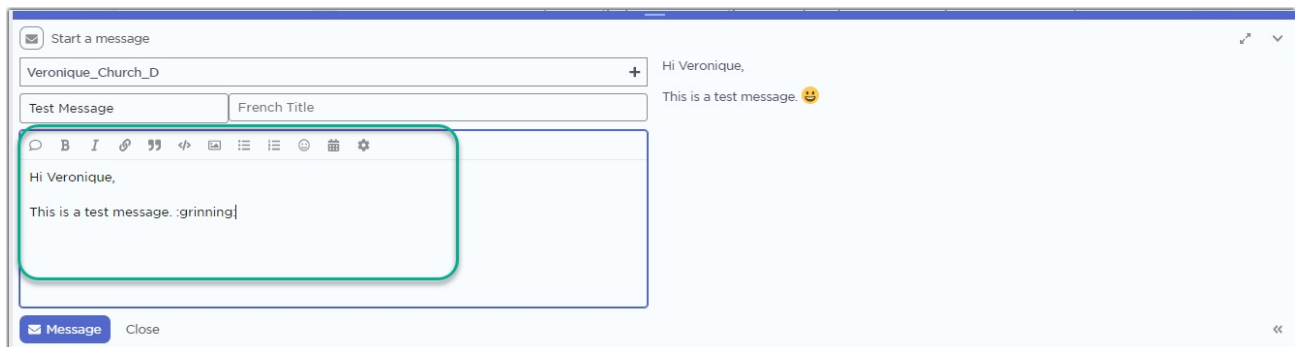
3. Select the Recipient(s):

In the message composition window, start typing the username or the name of the user(s) you want to message. As you type, it will suggest matching usernames or names. Select the desired recipient(s) from the suggestions.



4. Craft and Format Your Message:

In the message composition area, write your message, taking advantage of the available formatting options. You can make text bold, create hyperlinks, include images, or utilize bullet points and lists to organize your content.



5. Send the Message:

Once you have composed your message, click on the "Message" button to deliver it to the selected recipient(s). They will receive a notification about your message and can respond accordingly.



Part 3: Starting a Chat Conversation with Another User

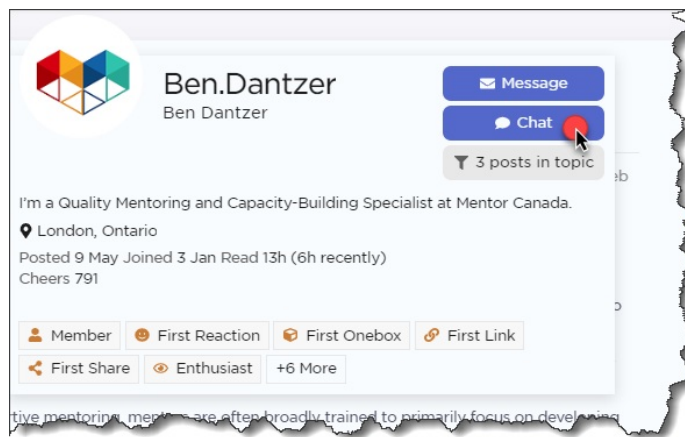
Start a Chat Conversation From the User Profile

1. Locate the User:

To start a chat conversation with another user, follow the same process of locating their profile as mentioned in Part 2.

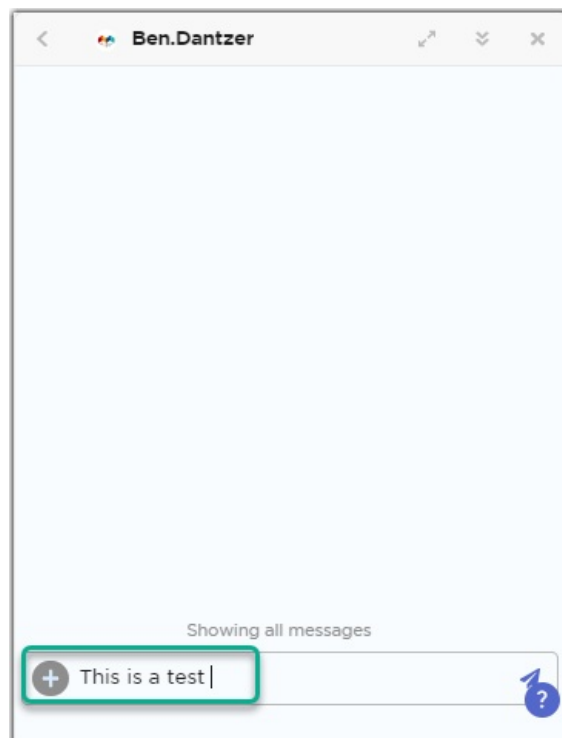
2. Access the Chat Option:

Once you click on the username or avatar, look for the "Chat" option. It is represented by a chat bubble icon on a button labeled "Chat." Clicking on this option will initiate the chat conversation.

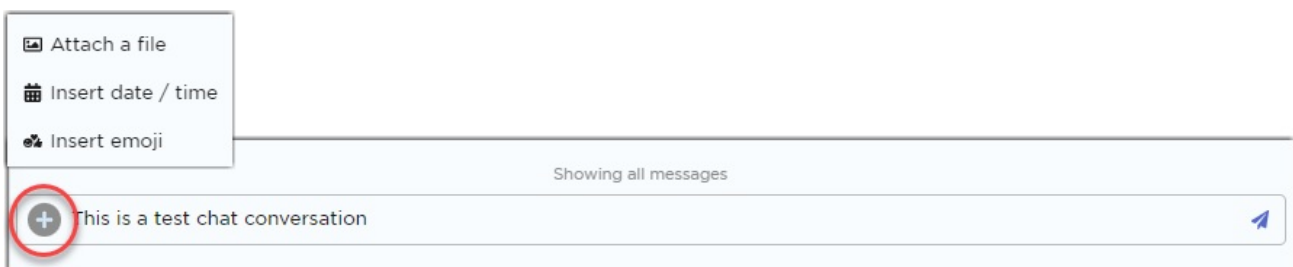


3. Send the First Message:

In the chat conversation window, compose your first message and press [Enter] to send the message. The other user will receive a notification and can start participating in the chat.



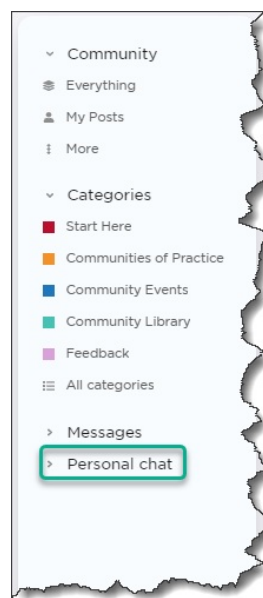
Tip: The plus sign + in the chat window allows you to attached a file or insert an emoji.



Start a Chat Conversation From the Left-Hand Side Menu

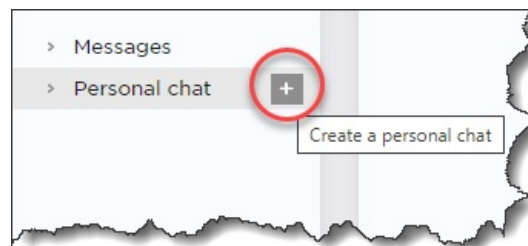
1. Access the Chat Option:

To initiate a chat conversation with another user, navigate to the left-hand side menu and look for the "Personal Chat" option.



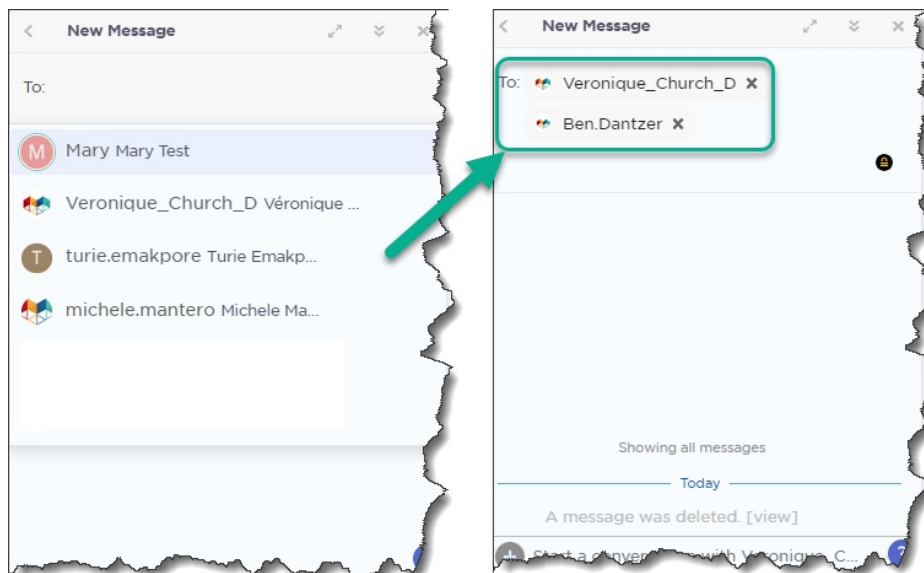
2. Start a New Chat:

Within the Chats section, locate the "New Chat" button represented by a + sign. Clicking on it will open the chat conversation composition window.



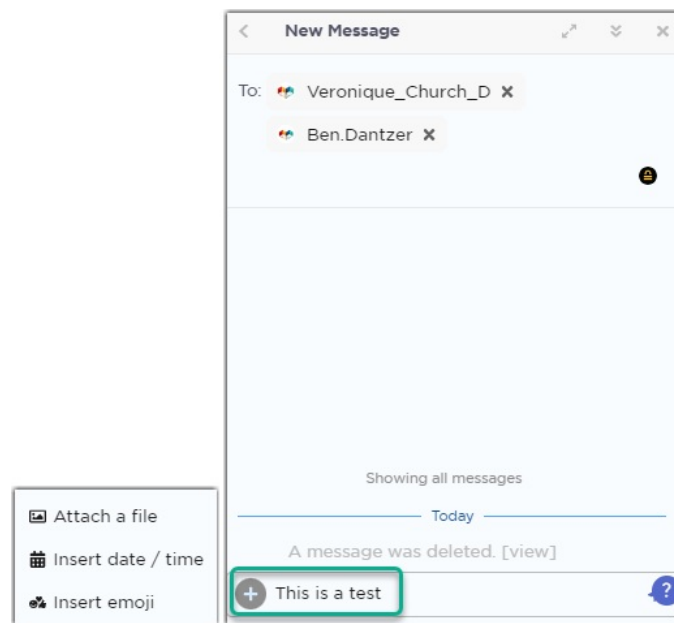
3. Add Participants (if applicable):

In the chat composition window, you may have the option to add participants to the chat. Click on the designated area or button to include other users in the chat if necessary.



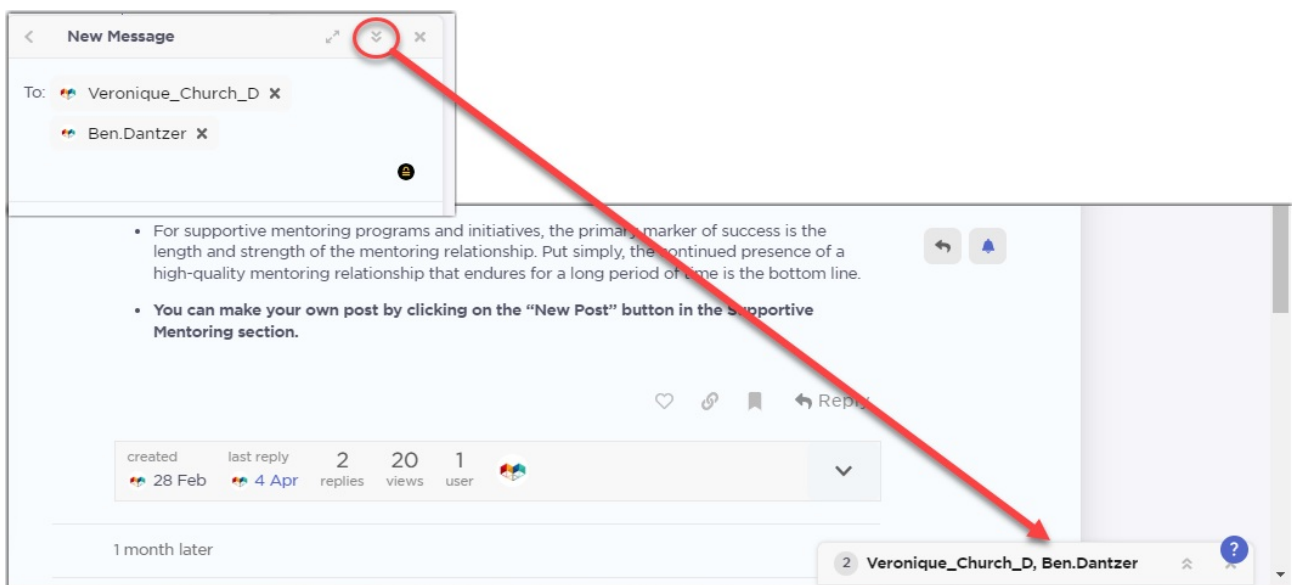
4. Compose and Send the First Message:

In the chat conversation window, write your first message. Unlike messages, chats may have limited formatting options. However, you can still use the plus sign + in the chat window to attach a file or insert an emoji.



5. Engage in the Chat:

Once your chat has begun, participants can exchange messages in real-time. Everyone involved will receive notifications for new messages and can actively participate in the conversation. You can minimize the chat by clicking the option highlighted below.



Part 4: Accessing you Inbox for Messages & Existing Chat Conversations

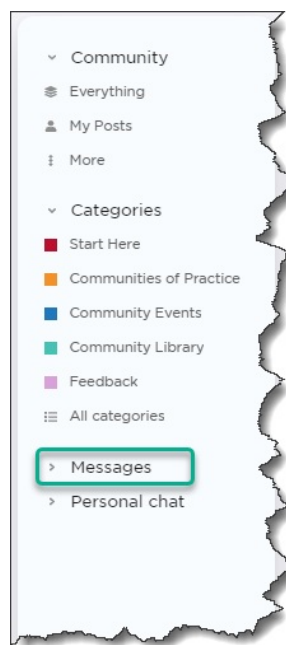
Accessing your Inbox for Messages

Keyboard shortcut: You can quickly access your messages by using the following keyboard shortcut: G, M.

To conveniently access your messages, including the inbox, new messages, unread messages, sent messages, and archived messages, you can also follow these steps:

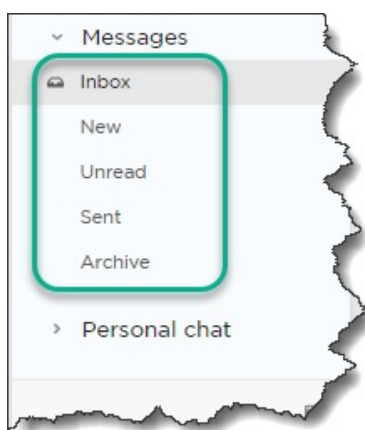
1. Locate the Messages Option:

In the left-hand side menu, look for the "Messages" option and click on it to expand the menu.



2. Explore the Message Options:

Upon expanding the Messages menu, you will see a list of options available for managing your messages. These options include:



- **Inbox:** This option displays all your received messages, allowing you to view and respond to them.
- **New:** By selecting the "New" option, you can filter the inbox to show only the latest, unread messages you have received.
- **Unread:** This option filters your messages to show only those that you haven't read yet.
- **Sent:** The "Sent" option provides access to messages you have sent to other users, enabling you to review your outgoing communications.
- **Archived:** If you have archived any messages for organizational purposes, selecting this option will show your archived messages.

3. Select and View:

Choose the desired option from the Messages menu to view the corresponding messages. Depending on your selection, you will be presented with a list of relevant messages or be able to compose a new message.

Accessing Existing Chat Conversations

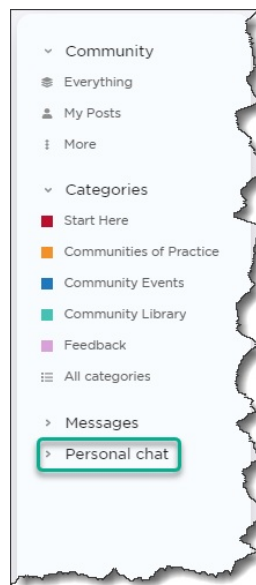


Keyboard shortcut: You can quickly access your existing chat conversations by using the hyphen key - on your keyboard.

To conveniently access and view your existing chat conversations, allowing you to pick up where you left off, you can also follow these steps:

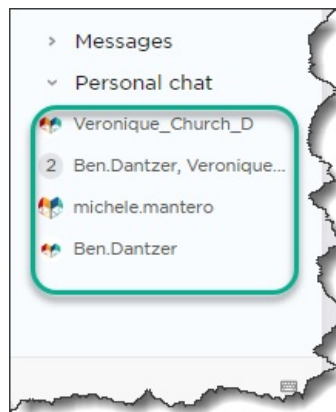
1. Locate the Personal Chat Option:

In the left-hand side menu of the page, find the "Personal Chat" option and click on "Personal Chat" to expand the menu.



2. Explore Chat Conversations:

After expanding the Personal Chat menu, a list of your chat conversations will be revealed. These conversations are displayed with the name(s) of the participant(s) involved.



3. Select a Chat Conversation:

Review the list of chat conversations and identify the one you wish to access. Click on the desired chat conversation to view its content and continue the conversation.

NEXT

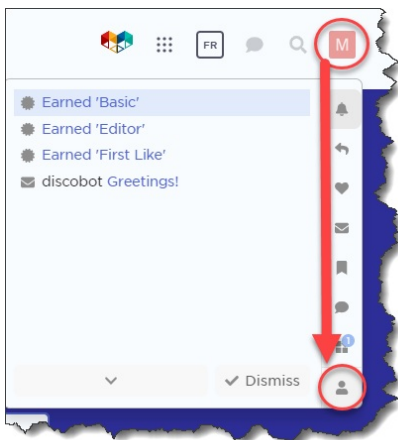
Community User Profile : A Quick Guide


- [About the User Profile Page](#)
- [How to Access Your User Profile Page](#)
- [Actions Available on the User Profile Page](#)

About the User Profile Page

Your user profile is where you can view and manage your activity, preferences, badges, and other information on the platform. In this quick guide, we'll walk you through the actions available on your user profile page and how to access it.

How to Access Your User Profile Page

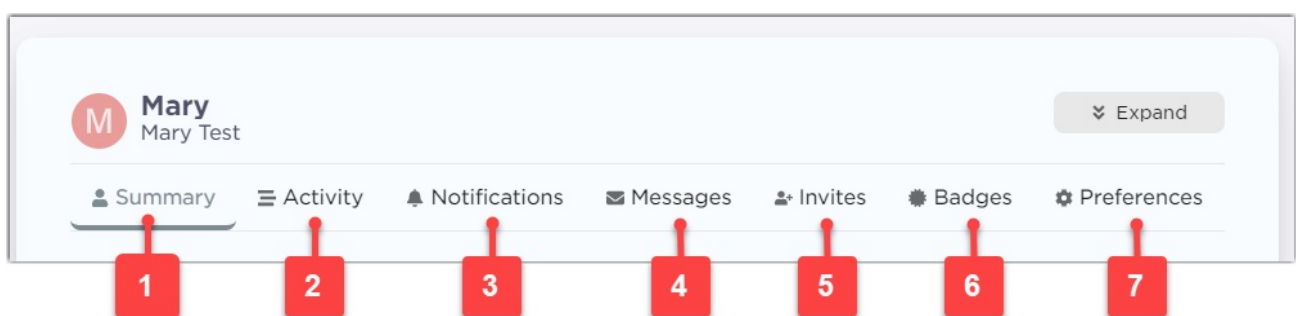


- Click on your profile picture or initial in the top right corner of the page.
- Select the "Profile" icon  twice from the dropdown menu that appears.
- You will be taken to your user profile page, where you can view and edit your preferences, activity, badges, and other information.

Keyboard Shortcut: Alternatively, you can also access your user profile by using the following keyboard shortcut: G, P.

Actions Available on the User Profile Page

Here are some of the options available on a user's profile page:



- 1. Summary:** You can view your activity summary, which provides an overview of your recent activity statistics on the Community of Practice page. i.e. number of visits, number of topics viewed, your top categories etc...
- 2. Activity:** You can view your recent activities, including the topics you have created or replied to, your bookmarks, and the posts you have liked or flagged.
- 3. Notifications:** You can view any notifications related to the user, such as when they mention you in a post or reply to one of your comments.
- 4. Messages:** You can send a private message to other users or view any messages you have received.
- 5. Invites:** Allows you to invite other people to join the platform by clicking on the "Send Invite" button and entering the email addresses of the people you want to invite. You can also view the status of any invites sent out, including whether the invite has been accepted or is still pending.
- 6. Badges:** You can view the badges you earned on the Community of Practice platform, such as for being a member for a certain amount of time or for contributing valuable content.
- 7. Preferences:** You can view your preferences, such as your email settings, profile picture and name label.

[NEXT](#)

Technical Assistance and Capacity-Building

Request Support with the Quality Mentoring System

- [Request Support with the Quality Mentoring System](#)
- [Report Technical Difficulties and/or Access Training Materials](#)

Request Support with the Quality Mentoring System

1.0 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. We look forward to hearing from you!

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](#)

Report Technical Difficulties and/or Access Training Materials

2.0 To report any technical issue and/or to access training materials for any of the QMS tools, click the support icon



on any page.

2.1 The support icon is available for all the QMS tools.

Be intentional

Be context oriented

Be outcomes-focused

Be diligent and ensure well-being

Be realistic and accountable

Be outcomes-focused: Identify realistic outcomes and design the program to foster the optimal conditions to support outcomes achievement

Mentoring programs can be used to help mentees achieve a plethora of outcomes. However, programs should be intentional and realistic about the types and breadth of outcomes mentees can achieve. More is not necessarily better. In fact, research has shown that more focused or specialized mentoring programs tend to have a larger impact on youth outcomes (Christensen, K. et al., 2020). Programs should intentionally design their policies, processes, practices, and activities to create the conditions that will support the achievement of the specified outcomes for participants. A program should be explicit about how, under optimal conditions, mentees (and mentors, if applicable) will benefit from participating in the program, how a mentor will make a difference in a young person's life, and what outcomes the participants can realistically achieve. Programs should develop a theory or hypothesis about their change mechanism(s): how the program activities will cause the change needed to achieve the desired outcomes. Identifying the change mechanism(s) can help programs determine if their approach is safe, realistic, and ethical.

Theory of change or Logic Model

Does the program have a theory of change or logic model which outlines how program activities lead to its desired goals?

Select all that apply

NOTES

Complete the Root-Cause Analysis Grid

Discover the hidden causes of certain barriers to ensure your plans and efforts are focused in the right areas. This tool will assist your program to gain clarity and save valuable time and resources.

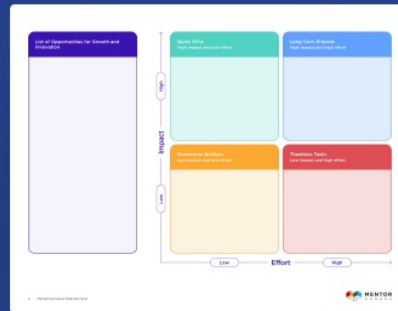
[View the Root-Cause Analysis Grid](#)



Complete the Mentoring Project Selection Grid

Determine which opportunities for innovation have the perfect combination of value and effort. This tool will help your program filter through all your opportunities for innovation and select the ones that will bring the most benefits to your program.

[View the Mentoring Project Selection Grid](#)



Support and Training Centre



support@mentoringcanada.ca



2.2 The support function will give you the options to:

- Self-serve by redirecting you to our Support & Training Centre
- Contact us by email