



The Chartered  
Institute of Logistics  
and Transport

## CILT(UK) Mentoring Process

Mentoring is a great way to boost your career, either as a mentee working with a more experienced mentor to guide and support you through career challenges; or as a mentor using your skills and experience to help mentees whilst gaining new perspectives.

Our mentoring platform is designed to help you connect and get the best out of a mentoring relationship.

### Register

The first step is to register on our mentoring platform; to do that simply click here [ciltuk.onpld.com](https://ciltuk.onpld.com) and register as either a mentor, mentee or both.

Not got an account yet?

[Create account now](#)

Remember your username and password so you can re-enter the platform when you need it. You will get email notifications throughout the mentoring journey to prompt you to log-in when you need to.

### Profile

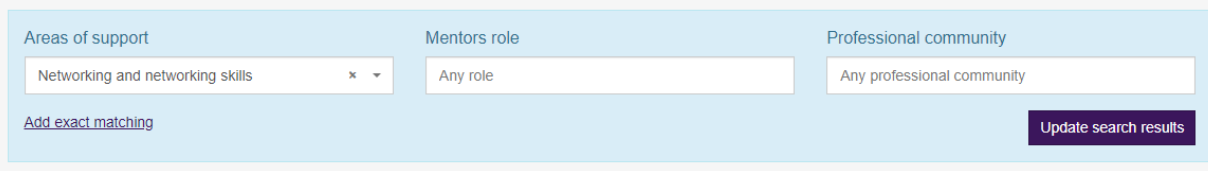
Once you have registered, the next step is to complete your profile. For mentors this information will help us to match you to mentees who are looking for your skills and experience, for mentees it provides the information to enable us to suggest potential mentors based on the matching criteria you select.

Create a profile

Create Profile

## Search

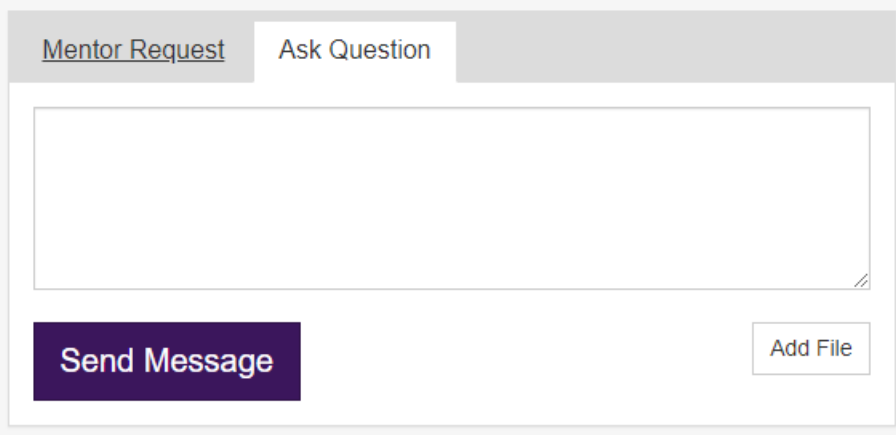
Once a mentee has completed their profile, they will be shown a broad list of potential mentors who match the criteria they selected, with the closest matches at the top of the list, moving down the list to show mentors who meet some of your criteria, but not all. You can change the search criteria and you can narrow your search down by selecting to do an exact match



A search criteria form with three input fields: 'Areas of support' (containing 'Networking and networking skills'), 'Mentors role' (containing 'Any role'), and 'Professional community' (containing 'Any professional community'). Below the first field is a link 'Add exact matching'. To the right is a purple button 'Update search results'.

## Ask a Question

Mentees can then view the mentor's profile and have the option to just ask them a question, this could be to help solve a specific issue or it may be to ask a question around the mentor's experience, in order to determine if that mentor would be the best match them.

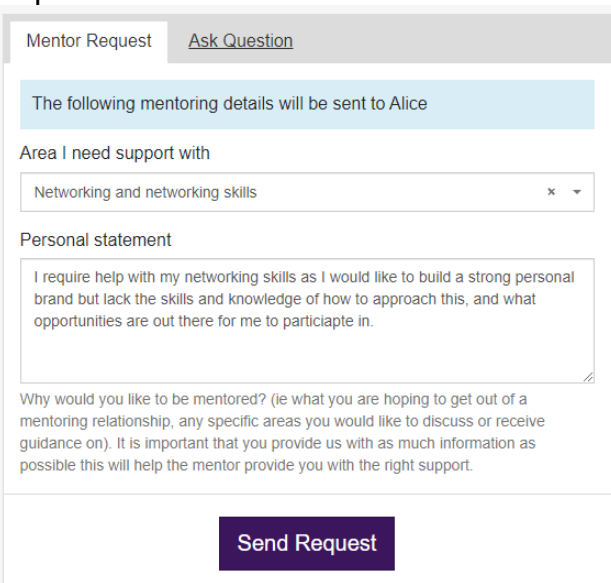


A form for asking a question. It has two tabs: 'Mentor Request' and 'Ask Question'. The 'Ask Question' tab is active. Below the tabs is a large text area for the question. At the bottom left is a purple button 'Send Message' and at the bottom right is a button 'Add File'.

## Request

Once a mentee is satisfied that they have found an appropriate mentor they can send a mentoring request. It's a good idea to use the edit function to add in a little bit more detail around what type of support is required.

The mentor will be sent an email alert asking them to review the mentoring request and to respond by either accepting it or declining. Mentors can use our messaging function to contact the mentee prior to accepting if they feel they need to clarify anything before making their decision. If a mentor does decline, the mentee is informed and can choose an alternative mentor to send a mentoring request to.




A mentoring request form. It has two tabs: 'Mentor Request' and 'Ask Question'. The 'Ask Question' tab is active. Below the tabs is a blue box with the text 'The following mentoring details will be sent to Alice'. Below this is a section 'Area I need support with' with a dropdown menu showing 'Networking and networking skills'. Below that is a section 'Personal statement' with a text area containing the text: 'I require help with my networking skills as I would like to build a strong personal brand but lack the skills and knowledge of how to approach this, and what opportunities are out there for me to participate in.' Below the text area is a paragraph of instructions: 'Why would you like to be mentored? (ie what you are hoping to get out of a mentoring relationship, any specific areas you would like to discuss or receive guidance on). It is important that you provide us with as much information as possible this will help the mentor provide you with the right support.' At the bottom is a purple button 'Send Request'.

## Matched

Once a mentor accepts a mentoring request the mentee is informed and at this point both the mentor and mentee can find each other's contact details on the relationship dashboard.

Mentors



Alice Kember

[Alice@testing.com](#)

Transport Co-ordinator

Mango Logistics

[Messages](#)


[Meet / Video](#)

[Goals ▾](#)

Next step

Actions ▾

Mentees



John Smith

[john.smith3@test.uk](#)

Manager

Delivery

[Messages](#)

[Meet / Video](#)

[Goals ▾](#)

Next step

Actions ▾

## Arrange A Meeting

The mentee is asked to contact the mentor to arrange the first conversation. This can be through the contact details provided or through the messaging system within the platform.

Messages with Alice Kember

There are no messages yet

New Message

Send Message

Add File

You can set up your meetings within the system once dates etc. have been agreed.

Create meeting with Alice Kember

Date of meeting

For example, 18 4 2024

Day

Month

Year

Start time

Duration

Select start time ▾

Select duration ▾

Please use UK time

Title

Method / Location

Optional

e.g. Place, Face to face, Virtual, Email etc

[Enter meeting details](#)

☒ Send details to mentor

☒ Video chat meeting

[What is video chat?](#)

Save

If at any point either mentee or mentor decides they no longer wish to continue the relationship they can withdraw using the withdraw function under the [actions](#) section of the relationship dashboard.

## 1<sup>st</sup> Conversation Preparation

Once you have arranged your first conversation you can start to prepare for the meeting using some of our first conversation preparation tools. These are designed to help you get your mentoring relationship off to a great start. You can access these tools at any time under the Goals section of your relationship dashboard.

[Messages](#)

[Meet / Video](#)

[Goals ▾](#)

[Next step](#)

[Actions ▾](#)

[SWOT](#)

[G-STAR](#)

[SMART Goals](#)

## 1<sup>st</sup> Conversation and Smart Goal Setting

Embarking on a mentoring relationship without setting goals is rather like setting off on a journey without deciding where you are going, and just hoping you will get there. This is why we place quite a lot of emphasis on setting SMART goals at the outset of your mentoring relationship and we provide you with tools to help you do this.

Create

Goal label

Goal details

Expected goal completion date

No completion date ▾

Create

Your goals can be viewed by John Smith but not amended.

Specific

What needs to be achieved. Be specific, think about how you could clearly demonstrate you have achieved the goal (e.g. Respond to 100% of IT support enquiries within 24 hours of receipt - not Respond to IT support calls).

Measurable

How will you measure if it has been achieved? (e.g. Respond to 100% of IT support calls – not Respond to IT support calls).

Achievable

Whilst your goal needs to stretch and challenge you, it must be something that is within your control and ability to be able to achieve.

Realistic

It is reasonable to expect you to set goals only in areas in which you have some influence and not ones that can be derailed completely by factors beyond your control.

Timebound

A goal should always include a time frame so that you can track progress and ensure it is completed within a realistic timeframe.

## Goal Progression

Once the goals have been set the main part of your mentoring journey will be to make progress towards achieving these goals, recording milestones along the way. This main part of your mentoring journey will differ for every participant, some may be quite short, others could go on for 8 months or more.

Built into the platform are number of guides and videos that outline techniques to help you keep your mentoring on track to ensure you achieve the goals you originally set.

Goal successfully saved

Create

About SMART goals

Goal label

Goal details

Expected goal completion date

No completion date ▾

Create

Your goals can be viewed by John Smith but not amended.

Utilise the Success! platform

Due 6 days from now.

Search the CILT(UK) Success! platform for relevant content and bring my reflections to the next mentoring session.

Add milestones, review or outcome

Attend CILT(UK) event

Due 2 months from now.

Attend a relevant CILT(UK) event and speak to at least one person I don't know.

Add milestones, review or outcome

Actions ▾

Download (PDF)

Milestones and outcomes

Edit

Delete

Complete Goal

## Completion

Once you feel you have achieved your goals, we provide some tips on how to bring your mentoring relationship to an end. You may then continue your relationship more informally or even set some new goals and start a new journey – it is entirely up to you.

Successfully marked stage as completed.

Ready to give feedback John Smith

You may continue your mentoring, set more goals and repeat the process, or you may decide to continue on a more informal basis. However, when you have completed your initial goal or objectives then please use the **Ready to give feedback** button.

We would find your feedback on the success and effectiveness of your mentoring journey really valuable.

Ready to give feedback

Don't forget to mark any [SMART Goals](#) you may have set as complete.

✔ Your first conversation

✔ Progression

Journey completion

## Support

CILT(UK) are here to support you whenever you need it. Simply click the [Need Help?](#) section at the top of the screen and you'll be presented with some handy FAQs. If you can't find the answer you're looking for, you can use the [Contact CILT\(UK\) form](#) to submit your query directly to us.



[Need Help?](#) | [Edit Account](#) | [Log Out](#)

[Relationships](#) [Find Mentor](#) [Profile](#) [Resources](#)

General FAQs How do I...

How it works

[Change/retrieve my password](#)

[Change my email address](#)

[Cancel my account and withdraw from the programme](#)

[Arrange a meeting using the platform](#)

[Use video chat for meetings](#)

[View the SWOT / G-STAR / Goals for my relationship](#)

[View the proposal for my mentoring relationship](#)

[Mark my mentoring relationship as complete](#)

[See what information is used and stored on the mentoring platform](#)

[Record meeting notes](#)

Mentee FAQs How do I...

[Search for a mentor](#)

[Wait before a mentor accepts my proposal](#)

[Edit my mentoring proposal](#)

[Withdraw / reinstate my mentoring proposal](#)

Contact CILT(UK)

If the answers in our FAQs do not help with your issue, then please use the form to submit a support request and we will get back to you as soon as possible.

Name

Email

Subject

Message

Send Request

Equally, you can contact us at [mentoring@ciltuk.org.uk](mailto:mentoring@ciltuk.org.uk)

Happy Mentoring!