




# CareeoCity


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## Mentor Code of Conduct

*Guidelines for Mentors*

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As a mentor on CareeoCity, you are shaping the futures of young mentees. You represent the platform's core values of trust, objectivity, and empowerment. This document outlines the expected standards of behavior to ensure a safe, high-quality experience for both you and your mentees.

## ✔ Section 1: What Mentors MUST DO (Dos)

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### Professional Behavior & Communication Style

1. **Be Punctual and Prepared:** Join sessions exactly on time and review any preliminary notes provided by the mentee to maximize the session's value.
2. **Maintain a Professional Environment:** Join video calls from a quiet, well-lit, and distraction-free background, dressed in appropriate, neat attire. Also make sure the internet connectivity is well stable to have a smooth session.
3. **Use Respectful, Clear Language:** Speak clearly and politely, adjusting your vocabulary basis the mentee in the session.
4. **Practice Active Listening:** Give the mentee your undivided attention. Let them finish their thoughts before you respond to ensure you fully understand their doubts.

### Unbiased Guidance & Ethical Boundaries

5. **Provide Objective, Unbiased Advice:** Discuss various colleges, exams, and career advices based on the best of your knowledge and avoid any form of biasness.
6. **Share Both Pros and Cons:** Always provide a balanced view. For example, If you suggest a career path or college, explicitly explain its challenges and drawbacks alongside its benefits.
7. **Set Realistic Expectations:** Be honest about the competition, workload, and realities regarding the points in discussion without being discouraging.
8. **Maintain Strict Confidentiality:** Treat all conversations, academic scores, and personal doubts shared by the mentee as strictly private information.

### Mentee Handling (Confused or Emotional mentees)

9. **Act as a Confidence Booster:** Acknowledge the mentee's efforts and validate their feelings. Remind them that feeling confused about the future is a normal part of the process.
10. **Meet Them Where They Are:** Adjust your guidance based on the mentee's current confidence level. Speak patiently and calmly if they appear anxious or stressed.

- 11. Provide Clear, Actionable Next Steps:** Ensure that the session ends with a simplified, step-by-step action plan with the mentee feeling focused and clear, not overwhelmed.
  - For confused mentees, break down complex career choices into simple, step-by-step options. This reduces overwhelm and creates clarity.
  - If a mentee seems low on confidence or emotional, show empathy and focus on their strengths with realistic encouragement. This helps them feel supported.

End every session by summarizing key points and giving clear, actionable next steps. Also, ensure that each mentees must feel a positive sense of transformation within themselves after their session on CareeoCity (most focused, more confident, more clear, etc.).

### Platform Rules & Safety

- 12. Keep All Interactions On-Platform:** Conduct every chat, audio call, and video session exclusively through the CareeoCity platform to ensure safety and quality control.
- 13. Report Safety Concerns Immediately:** Flag any signs of self-harm, harassment, or severe mental distress coming from the mentees to the CareeoCity Support Team immediately.
- 14. Respect Time Boundaries:** End sessions politely when the allotted time is up, ensuring you wrap up the conversation smoothly rather than cutting it off abruptly.

## ❌ Section 2: What Mentors MUST NOT DO (Don'ts)

### Professional Behavior & Communication Style

- 1. Do Not Ghost or Cancel Last Minute:** Never miss a scheduled session or cancel without giving at least 24 hours' notice, barring true emergencies.
- 2. Do Not Dominate the Conversation:** Avoid turning the session into a monologue or lecture. Mentorship is a two-way dialogue; do not talk over the mentee.
- 3. Do Not Use Unprofessional Language:** Never use profanity, inappropriate slang, or overly casual language, even if the mentee is friendly or informal.
- 4. Do not attend sessions unprepared or without reviewing the mentee's details.** This leads to irrelevant or low-quality advice.
- 5. Do not speak in a negative or discouraging way about any career or the mentee's abilities.** This can demotivate them.

6. Do not rush a confused mentee into choosing a career path without proper discussion. Take time to guide thoughtfully.
7. Do not dismiss a mentee's emotions or low confidence. Address them with empathy instead of ignoring them.
8. Do not end a session without clear next steps or leave the mentee feeling more confused than before. **Every session must add real value.**

### Unbiased Guidance & Ethical Boundaries

4. **Do Not Show Institutional Elitism:** Never claim your college or stream is the "only path to success" or put down other institutions, degrees, or career choices.
5. **Do Not Guarantee Outcomes:** Never promise admissions, specific exam ranks, or job placements. You are a guide, not an admissions broker.
6. **Do Not Do Their Work For Them:** Never solve homework, write assignments, or draft college essays for the mentee. Your role is to guide, not to execute.
7. **Do Not Give Non-Academic Advice:** Do not act as a therapist or financial advisor. If a mentee needs professional psychological help, gently guide them to seek it and notify the platform.

### Mentee Handling (Confused or Emotional mentees)

8. **Do Not Belittle or Judge:** Never mock a mentee for low grades, lack of knowledge, or asking "silly" questions. Create a judgment-free zone.
9. **Do Not Push Your Own Ambitions:** Do not force a mentee toward a specific exam or career simply because it worked for you. Respect their unique interests.
10. **Do Not Overwhelm the mentee:** Avoid dumping too many resources, books, or complex strategies on a mentee who is already showing signs of anxiety.

### Platform Rules & Safety

11. **Do Not Share Personal Contact Info:** Never share your personal phone number, email address, or social media handles.
12. **Do Not Ask for mentee Details:** Never ask the mentee for their phone number, home address, personal email, or social media accounts.
13. **Do Not Arrange Physical Meetings:** Strictly avoid suggesting, accepting, or hinting at an in-person meet-up under any circumstances.
14. **Do Not Solicit Direct Payments:** Never ask for or accept money, gifts, or outside

compensation from mentees or their parents.

- 15. Do Not Promote Third-Party Services:** Never use mentoring sessions to sell, pitch, or promote specific coaching institutes, paid materials, or outside courses.

## Consequences of Violations

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To maintain a secure and high-quality environment for our mentees, CareeoCity takes this Code of Conduct seriously. Violations will be handled via a strict enforcement policy based on the severity of the offence.

- **Level 1: Warning (Minor Offenses):** Issues like slight tardiness, poor video background, or poor internet connectivity throughout the session will result in a formal warning and a requirement to review these guidelines.
- **Level 2: Temporary Suspension (Repeated/Moderate Offences):** Repeated Level 1 violations, last-minute cancellations, dominating Conversations or showing institutional bias will result in a 7-to-14-day suspension of your mentor profile.
- **Level 3: Immediate Removal & Ban (Zero Tolerance Offenses):** Sharing or requesting personal contact information, attempting to move communication off-platform, soliciting outside payments, arranging physical meetings, or exhibiting abusive/harassing behavior will result in immediate and permanent removal from the CareeoCity platform.