FIRST STEP: Industry Guidance Program
User Guide

1.0 ELIGIBILITY

This program is available to all current Curtin University students and recent graduates (within the last 12 months of graduating). Recent graduates can choose to receive or give guidance and register as either a 'student' or 'Industry Professional'. The latter will be the only role available once their 12 months has exceeded.

There is no minimum and maximum work experience requirement for industry professionals.

2.0 PROGRAM DETAILS

This program has been designed to create a simple 'Q&A' environment between participants. Users will create a basic profile upon registering and have the ability to access the program whenever convenient. All participants are given the flexibility to opt in or out of the program at any time.

Students will be able to view and search from a list of industry professionals and initiate engagement by sending the person of their choice a message. Students can ask as many questions to as many different mentors, however often they desire.

No personal contact details will be shared amongst participants. Users will receive email notifications to their elected email addresses when engaged with by another user. This program will not be assessed or provide certification. There are no time-frames or restrictions to any engagement.

2.1 STUDENTS

Students must use their student emails when registering for the program. When communicating with an Industry Professional, all correspondence should be of a professional nature and remain career and course oriented. There should be no expectation to gain work experience, an internship or job opportunity with any of the employers you engage with.

Please be mindful that some industry professionals have very busy schedules and may not be able to immediately reply to the questions they receive. Please allow up to 1 week before following-up with additional correspondence.

Topics of discussion may include but are not limited to:

- What are employers looking for in graduates?
- What can my current course qualification lead to?
- How to stand out from the crowd?
- How to get work experience?
- Suggestions for further training and skills development
- Current industry insight and market trends
- Advice on job applications
- Examples of how to answer hard interview questions
- How to juggle study/work life balance.

Graduates must inform the program coordinator when they have exceeded their 12 months from graduation.

If you have any questions or wish to opt out of the program (even temporarily) please contact the FIRST STEP Coordinator via first.step@curtin.edu.au.

2.2 Industry Professionals

Industry professionals are only expected to respond to the queries they receive on-line via email correspondence. No in-person meetings or any extra curriculum activities are required to take place, unless both parties consent. If you are unable to answer a student query, please kindly inform the user so they can direct their questions to another industry professional.

Please be advised that industry professionals may or may not be engaged with for an extended period of time.

If you have any questions or wish to opt out of the program (even temporarily) please contact the FIRST STEP Coordinator via first.step@curtin.edu.au.

3.0 PROFESSIONAL STANDARDS OF BEHAVIOUR

Students should at all times maintain professional standards of behaviour consistent with the Curtin University Code of Conduct at complaints.curtin.edu.au/conduct/ and relevant University policies outlined on the following webpage at www.policies.curtin.edu.au.

Students should not harass or directly ask an Industry Guide for a job, internship or work experience opportunity.

Any participant who experiences any uncertainty or discomfort with any communication can confidentially contact the program coordinator via first.step@curtin.edu.au.

4.0 OCCUPATIONAL HEALTH AND SAFETY

All initial communication between participants should be based on-line only. However, should a relationship development between participants and a workplace visit take place, industry professionals should ensure that a student's visit is compliant with occupational health and safety policies and procedures.

If any unpaid work experience is offered, students must visit http://life.curtin.edu.au/careers/gaining-experience.htm on the Curtin Careers & Employment Centre's website to learn about eligibility for free work experience insurance.

5.0 TERMINATION OF PARTICIPATION

A participant shall be suspended from the program if he or she is found to have contravened the Terms and Conditions either outlined above or in the program software.
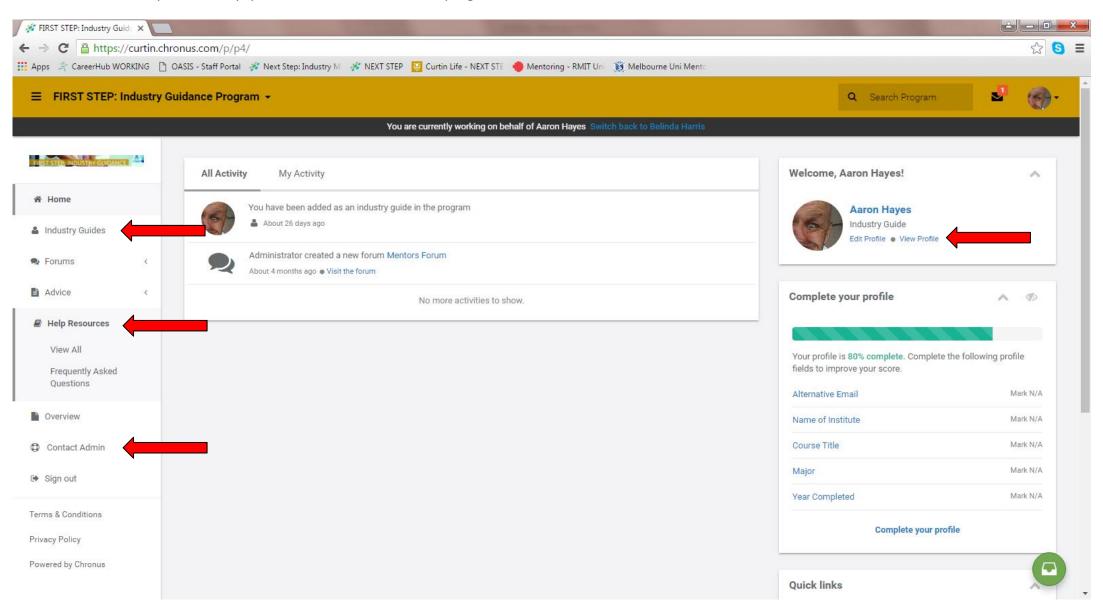
6.0 HOW TO SEARCH FOR GUIDANCE – FOR STUDENTS

You can access the program via the following link: https://mentoring.curtin.edu.au/first-step
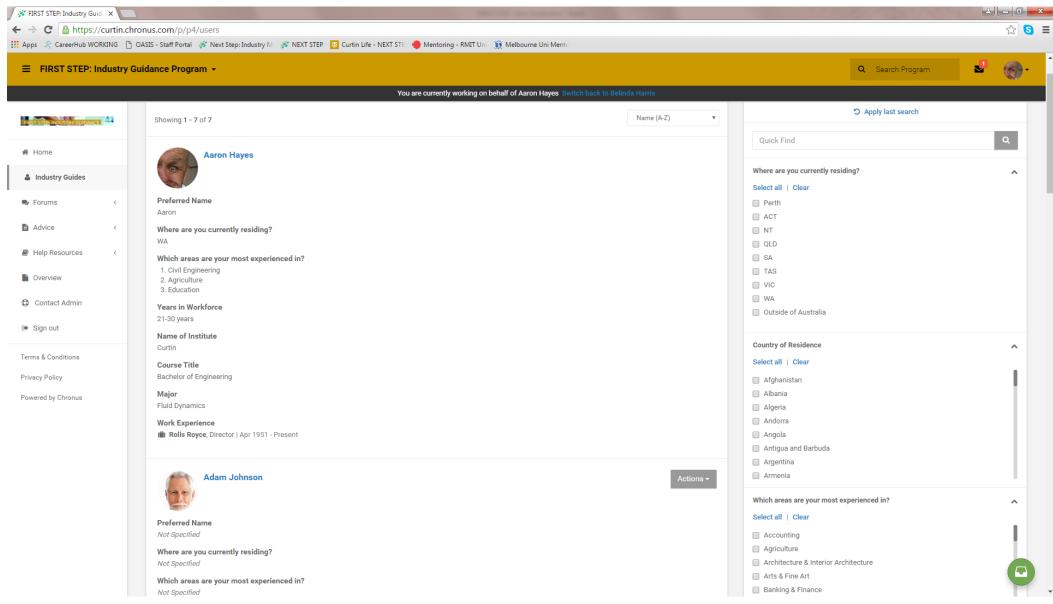
You can apply to join at any time and will receive email confirmation once the administrator has approved your request. All current students must use their student emails to register.

To use your dashboard and search for mentors, please refer to the following guide:
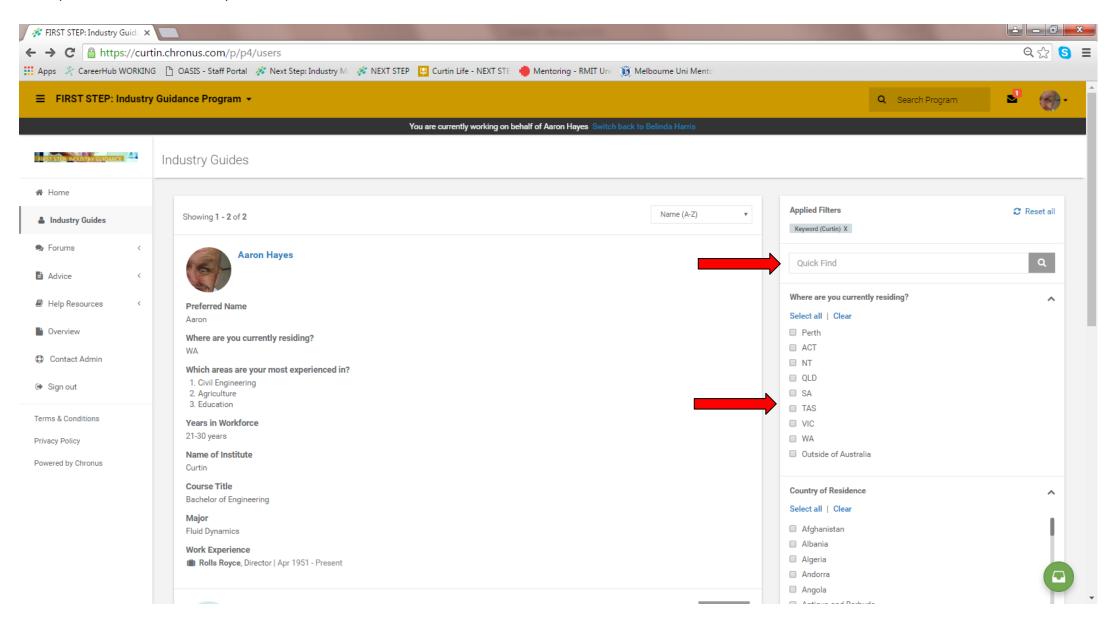
1. This is your dashboard homepage. From here, you can view/edit your profile information, find program resources, look for 'Industry Guides' and contact your administrator if you have any queries or concerns about the program.
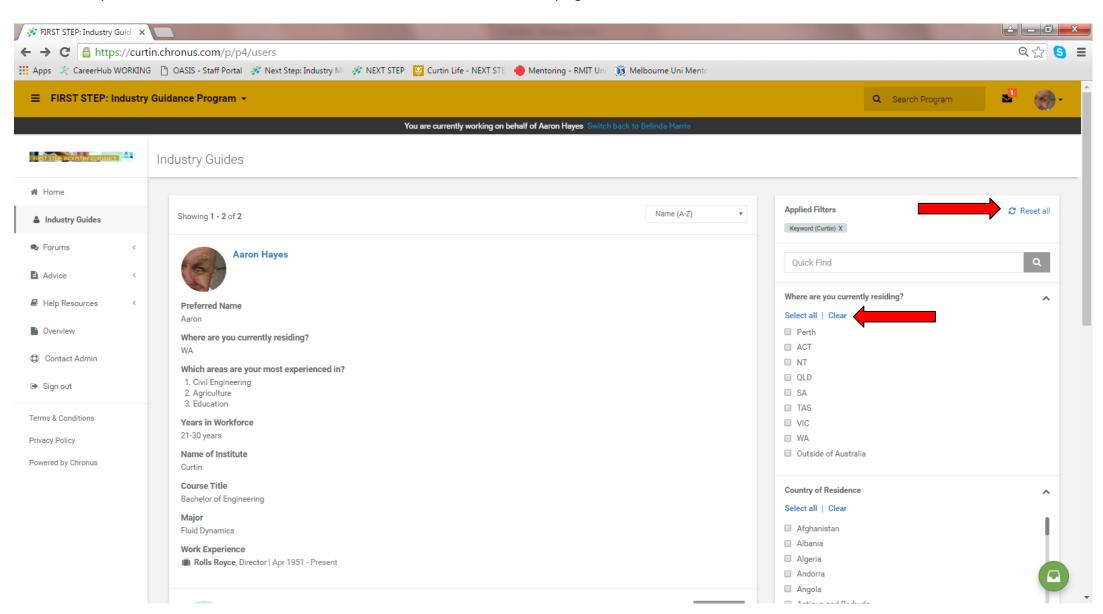
2. If you select 'Industry Guides' you will see the entire list of industry professionals currently active in the program. This list will constantly refresh to put the most relevant mentors to you at the top of the list, based on the information you gave us when registering for the program. You can edit your profile information at any time to revise these preferences.
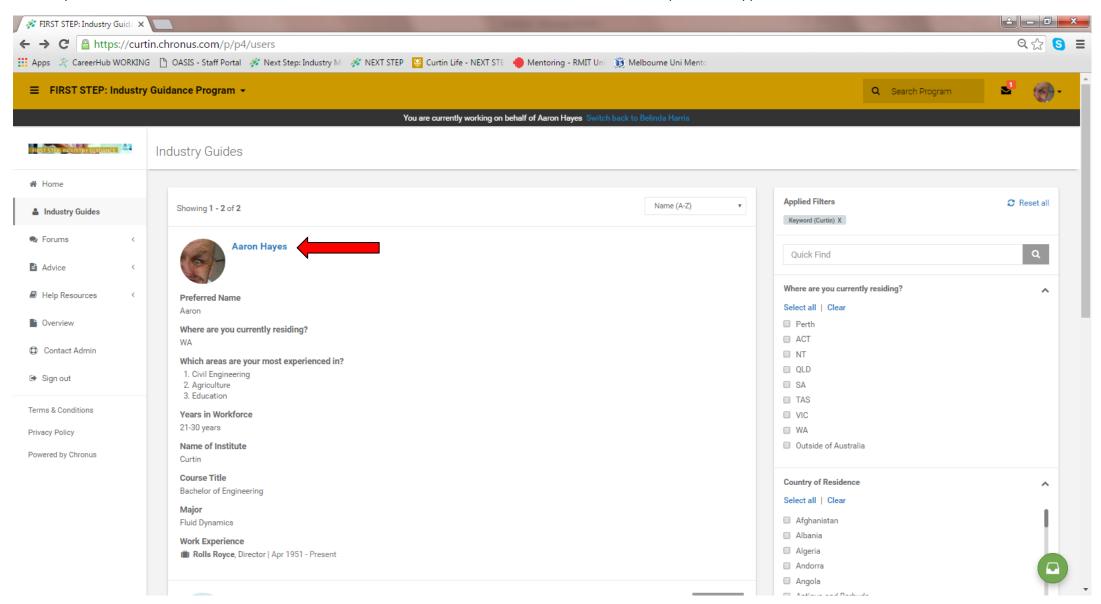
3. You can also use the search fields located on the right hand side of the screen to help filter through the list of industry professionals. You can choose fields from the profile questions listed or search key word/s in the 'Quick Find' section.

4. To clear your search fields, click 'Clear' on the relevant section or 'Reset all' on the top right hand corner of the search area.

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5. If you would like to see more information about the individual, click on their name and a more detailed profile will appear.

6. To contact the user, click on the 'Connect' tab and select the 'Send Message' function. This will trigger an email directly to the industry professional's email account. By selecting reply, the recipient will send an email back to your elected email address. They will aim to respond to you as soon as possible so please be patient. Good luck!