



Jet Ahead
Women Mentoring Women
Policy and Procedures

Jet Ahead-women mentoring women **POLICY AND PROCEDURE MANUAL:**

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Disclaimer Statement

This publication is designed to provide information only in regard to the subject matter covered. It is distributed with the understanding that the mentoring program is not engaged in rendering legal, accounting, or other professional services.

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Mission Statement

Jet Ahead-women mentoring women, is designed to help women A&P students to successfully move into the aviation field. It is the hope of this program that by introducing them to professional women mechanics, they will have a better understanding of the industry as a whole and what skills they need to perfect, to succeed in their chosen field. It is also a goal of this program to help the mentees improve in their networking skills, by encouraging their participation in Women in Aviation (WIA) and the Association for Women in Aviation Maintenance (AWAM), as well as local aviation industry activities. This program is designed to be fluid in that it can be adjusted to meet the needs of the schools, industry and students.

Recruitment Policy

It is the policy of this mentoring program that there will be ongoing recruitment activities for new mentors. These recruitment activities will coincide with aviation activities across the country as well as alumni from our participating aviation schools. This plan will be kept current with any ongoing adjustments.

The recruitment plan will be discussed and adjusted through the Committee members.

Inquiry Policy

Board Approval Date: _____

Revision Date: _____

It is the policy of *Jet Ahead* that all inquiries regarding participation in the mentoring program be responded to within two weeks. This includes both mentors and mentee inquiries.

Confidentiality for all potential participants will be upheld from this initial point of contact forward.

Eligibility Policy

It is the policy of the *Jet Ahead* that each participant must meet the defined eligibility criteria. Mentoring staff should be knowledgeable of and understand all eligibility criteria required for mentor and mentee participation in the program.

Mentor Eligibility Requirements

- Be at least 21 years of age
- Have their Airframe and/or Powerplant Certificate
- Have NOT had their A&P certificate revoked
- Be willing to adhere to all policies and procedures for the Women A&P Mentoring Program
- Agree to a one-year commitment to the program
- Commit to e-mailing your mentee a minimum of twice a month
- Contact your mentee within 72 hours of your introduction mentee assignment
- Complete the screening procedure
- Be willing to share your fact sheet with mentee
- Be willing to communicate regularly with the program coordinator or committee chair on your participation
- Have a clean criminal history
- Not be a user of illicit drugs
- Not have falsified information during the course of the screening process

Mentee Eligibility Requirements

- Must be actively enrolled in an A&P school
- Must be a female
- Your school must be a willing participant in the program
- Be 18 years or older
- Younger than 18 may qualify with the permission of their parent or legal guardian and their A&P school.
- Demonstrate a desire to participate in the program and be willing to abide by all policies and procedures
- Agree to a one-year commitment to the program
- Commit to e-mailing your mentor a minimum of twice a month
- Agree to e-mail your mentor within 72 hours of your first contact
- Complete screening procedure
- Be willing to share your fact sheet with mentor
- Be willing to communicate regularly with the program coordinator or Committee Chair and discuss your participation in the program

Screening Policy

Board Approval Date: _____

Revision Date: _____

It is the policy of this mentoring program that each mentor and mentee applicant complete a screening procedure that includes a bio form. This form will be shared with the mentor/mentee.

Mentor Screening Procedures

- Complete a written application
- Complete fact sheet form
- Provide three personal references
- Complete an on-phone interview

Mentee Screening Procedures

- Show proof of your enrollment in an A&P school
- Complete a written application
- Complete your fact sheet
- Obtain parent/guardian consent as well as your schools permission if you are under 18

The decision to accept an applicant into the program will be based upon a final assessment done by the committee chair at the completion of the mentor or mentee screening procedure. The Women A&P Mentoring Program Committee will review any rejected applicants and have final approval for an applicant's acceptance into the program. No reason will be provided to mentor applicants rejected from participation in the program.

All mentors are expected to meet the eligibility criteria. However, extenuating circumstances may be reviewed at the discretion of the committee chair. These instances are expected to be rare.

Documentation of the screening process must be maintained for each applicant and placed in confidential files.

Matching Policy

It is the policy of *Jet Ahead* that the Committee Chair will follow these guidelines outlined in the match procedure prior to creating a mentor/mentee match. It is the hope of this program to match all of the guidelines, but it must be understood that it may not be possible.

The committee chair will determine the suitability based on the following criteria:

- Preferences of the mentor, mentee, and/or parent/guardian
- Similar career goals
- Common interests
- Geographic proximity
- Similar personalities

Match Support and Supervision Policy

It is the policy of *Jet Ahead* that the Committee Chair will stay in contact with all parties. The committee members will stay in contact with each other and assess the success of the mentoring program. In the case of match difficulties, discord, or concerns, appropriate discussion and intervention must be undertaken to improve or rectify problem areas.

Recognition Policy

It is the policy of *Jet Ahead* that all participants—including mentors, mentees, and A&P schools—be recognized as important to the success of the mentoring program. Particular emphasis will be placed upon recognizing the program volunteers or mentors.

It is the responsibility of the program coordinator to, at minimum, plan and implement the following recognition activities:

- Feature a mentor, mentee, parent/guardian, or general match success story in each annual newsletter
- Establish a mentor recognition award system for length of service
- Utilize outstanding mentors to help deliver orientation and training sessions for the recruitment and matching of new mentors

Record-Keeping Policy

It is the policy of *Jet Ahead* that each step of the mentoring application and match process be documented by creating a case file for each potential mentor and mentee. All forms for managing mentor and mentee case files are included within the procedures section of this manual.

All records are to be kept confidential and are to be covered by the conditions outlined in the confidentiality policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of three years after the close of their participation in the program. After three years, the records will be shredded and discarded with approval from the executive director and destroyed only by approved individuals.

The Committee Chair must keep stringent records of all program activities, utilizing approved forms. All files should be regularly maintained and updated within an electronic database and/or hard copy filing system.

Confidentiality Policy

It is the policy of *Jet Ahead* to protect the confidentiality of its participants. With the exception of the limitations listed below, program staff will only share information about mentors, mentees, and their families with other professional staff and the committee members. Further, all prospective mentors/mentees should be informed of the scope and limitations of confidentiality by program staff. Additionally, mentors are required to keep information about their mentee confidential.

In order for *Jet Ahead* to provide a responsible and professional service to participants, it is necessary to ask mentors, mentees, parents/guardians, and other outside sources to divulge extensive personal information about the prospective participants and their families, including:

- Information gained from mentors and mentees, written or otherwise, about themselves and/or their families, in application to and during program participation
- Participant's names and images gained from participants themselves or any external events
- Information gained about participants from outside sources including confidential references, school staff, employers

Records are, therefore, considered the property of the agency, not the agency workers, and are not available for review by mentors, mentees, or outside parties.

Limits of Confidentiality

Information from mentor and mentee records may be shared with individuals or organizations as specified below under the following conditions:

- Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed "release" forms from mentors/mentees.
- Identifying information (including names, photographs, videos, etc.) of program participants may be used in agency publications or promotional materials only upon written consent of the mentor/mentee.
- Members of the Committee have access to participant files and must follow the confidentiality agreement

Unacceptable Behavior Policy

- It is the policy of *Jet Ahead* that unacceptable behavior will not be tolerated on the part of mentors or mentees while participating in the program.

Closure Policy

It is the policy of *Jet Ahead* that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration.

Closure can occur for any number of reasons including the contracted match duration has ended, one or both participants do not want to continue the match, there are changes in life circumstances in one or both of the match partner's lives, or an individual no longer meets the requirements for program participation. Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, and/or program coordinator. It is left to the discretion of the Committee Chair whether an individual will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

Future contact will be at the mutual and informal agreement of the mentor and the mentee. If future contact is agreed upon *Jet Ahead* will not be responsible for monitoring and supporting the match after the match has ended. The Committee Chair will in writing inform all parties—the mentor, and mentee that the formal match has ended.