



**XERO FOR GOOD
AMBASSADOR**

Xero For Good Ambassador Programme: Mentee Guide

Kia ora!

This guide provides you with the tools and information you need to make the most out of your mentorship.

If you have any further questions or need assistance with the Xero For Good Ambassador Programme, please contact xeroforgood@xero.com.

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I. Programme glossary

Here's a handy breakdown about some of the key terms we'll reference throughout this guide so we're all on the same page:

Know Your Numbers: A free programme designed to empower small businesses and entrepreneurs with the general financial knowledge they need to succeed. It includes access to digestible and actionable educational resources in a variety of formats and mentoring from accounting and bookkeeping professionals. Know Your Numbers is brought to you by Xero For Good.

Xero For Good Ambassador Programme: The Xero For Good Ambassador Programme was started to provide small businesses with free mentoring from accounting and bookkeeping volunteers. It's designed to help businesses apply insights from Know Your Numbers, a free educational programme.

Mentor: A mentor is a New Zealand-based Xero partner (either an accountant or bookkeeper) who has signed up to be a Xero For Good Ambassador as a free volunteer to support a small business.

Mentee: A mentee is a New Zealand-based small business in need of resources and networks to access support, who has signed up to the Xero For Good Ambassador Programme to receive free mentoring support from a Xero accountant or bookkeeper.

Mentorloop: [Mentorloop](#) is a mentoring software platform that will power the Xero For Good Ambassador Programme. It leverages a unique algorithm to analyse program cohorts and create meaningful connections. This helps participants be matched according to their complementary experience, interests and goals.

Loop: When a mentor and mentee get matched or paired up together, this is referred to as a loop.

II. Introduction to the Xero For Good Ambassador Programme

Overview

The Xero For Good Ambassador Programme was set up to provide small businesses in need of resources and networks to access support with free mentoring from accounting and bookkeeping volunteers. It's designed to help businesses apply insights from [Know Your Numbers](#), a free educational programme designed to empower small businesses and entrepreneurs with the general financial knowledge they need to succeed. The provider used to facilitate the mentoring between accountants and bookkeepers and small businesses is called [Mentorloop](#), a mentoring software platform trusted by organisations worldwide.

III. Your role as a mentee

Key responsibilities

By applying for the Xero For Good Ambassador Programme, you are agreeing to the following:

- Mentoring provided through this programme is limited to general discussion and support. This means mentors are not able to provide any form of paid professional advice, including but not limited to financial, accounting, legal or taxation advice.
- The Xero For Good Ambassador Programme is intended for informational and support purposes only and should not serve as a substitute for professional advice.
- As a mentee, you're responsible for seeking and obtaining appropriate professional advice relevant to your specific circumstances and business needs, since you cannot rely on mentors for financial, accounting or other professional advice. If you need specific advice for your business and are ready to take the next step, we recommend searching for an accountant or bookkeeper in the [Xero advisor directory](#).
- Your mentorship will cover up to eight hours of mentoring support over 8-12 months.
- Mentees are responsible for driving the relationship, although both you and your mentor should aim to maintain regular communication and respond in a timely and professional manner. When you and your mentor meet, you should both agree on a schedule and frequency of contact.
- While the Xero For Good Ambassador Programme is open to all small businesses, Xero and Mentorloop will prioritise matching small businesses who are in the most need and don't have the resources and networks to access support.
- Xero and Mentorloop retain the right to reject or accept your application to participate in the Xero For Good Ambassador Programme at any time in their absolute discretion.
- You can view the full programme terms [here](#).
- You must also agree to the Mentorloop terms and conditions to participate in the Xero For Good Ambassador Programme.

Getting matched

1. Apply to participate in the Xero For Good Ambassador [here](#) on our website.
2. We'll then email you a link to register for the Xero For Good Ambassador Programme in Mentorloop. You'll be asked a few questions about your goals and interests to help connect you to an accountant or bookkeeper.
3. While you wait to be matched with a mentor, we encourage you to head to the [Know Your Numbers](#) website to take a financial quiz to get a clear picture of where you stand. Then, start completing the financial learning bites so you're ready to discuss these insights with your mentor.
4. You'll receive a message in Mentorloop introducing you to your mentor if you've been matched. Mentorloop's matching algorithm is designed to analyse participants in the programme to create meaningful connections, so participants can be matched according to their complementary experience, interests and goals.
5. The next step is to say hello and organise that all-important first meeting! The Xero For Good Ambassador Programme is designed to be a self-driven programme. The time commitment is up to each individual participant. If you match with a mentor, you'll be prompted to complete milestones that help you track progress and provide structure to the mentoring experience. How quickly you work through these milestones is up to you and your mentor.

IV. Resources for mentees

Our mentorship platform provider Mentorloop has even more handy resources you can check out to make the most out of your mentoring experience.

- [Getting started](#)
- [Maintaining momentum/grow/level up your mentorship](#)
- [Troubleshooting](#)

V. Handling challenging situations

Lack of engagement

Unfortunately, there may be a time when you have messaged your mentor but do not receive a response back. If this happens, we recommend trying the steps below:

- Try messaging them again! They're probably not ignoring you, they might have just missed the message notification in the course of their busy day.
- If your mentor does not respond after a few attempts, please contact our program coordinator through the Mentorloop dashboard for assistance.

Witnessing inappropriate behaviour

Should you encounter or witness any form of inappropriate behaviour, you must close the loop immediately. The Xero For Good Ambassador Programme has a no-tolerance policy for disrespect, discrimination, or harassment. We encourage you to complete the survey to provide more information about your experience for our programme coordinator to assess.