



International Peer Mentor Program

An International Peer Mentor (IPM) is a domestic or international student who volunteers their time to help new international students settle into life in Adelaide and the University of Adelaide.

About International Student Support

International Student Support (ISS) is a specialised service at the University of Adelaide dedicated to empowering international students to flourish, by providing them with timely, clear and accurate advice, and facilitating meaningful connections.

Who is an International Peer Mentor?

The IPM role plays an important part in the delivery of **ISS social programs**. IPMs are experts in creating world-class, inclusive experiences at our events from Orientation and throughout the academic year. They are responsible for engaging and connecting with students, sharing top-quality campus insider tips, and speaking authentically about the university community, the student experience, and their cultural identity.

Being an IPM is a **super fun and rewarding experience**. You get to meet people from all over the world, learn from different cultures, and have your input in amazing events and activities! Plus, every year, the team becomes a family. But it is important to remember that, while this is an unpaid position, it is an introduction to working in a higher education institution. Accordingly, an IPM is expected to act **professionally, honestly, and respectfully** while fulfilling their responsibilities.

What do I get out of being an IPM?

- IPMs receive **free training** on leadership, soft-skills and communication, event and risk management, teamwork, and cultural competency.
- As student leaders, IPMs are regularly offered **free professional development** programs, which enhance employability and look great on their CV and LinkedIn.
- IPMs are often the first to be invited to participate in volunteer and paid projects across the University, including collaborations with Marketing, Student Health and Wellbeing, and other University areas.
- Outstanding IPMs will receive excellent recommendations for work applications (upon their request), and can be considered for casual employment within the ISS team.
- IPMs enrolled in the [Adelaide Graduate Award](#) (employability program) will have their participation in ISS activities credited towards their required volunteering hours.

Who can apply?



By the time IPMs commence in their role (February 2024), they must:

- have completed at least one study period at the University of Adelaide (e.g., a semester, trimester or term)
- have achieved **satisfactory academic results** (i.e., not be failing any courses)
- be enrolled in **at least two courses** in each study period
- have **at least two study periods** remaining in 2024 (e.g., two semesters or two trimesters), so they can be an IPM until September or November 2024; and
- have completed their compulsory training (see next page).

How do I prepare to be an IPM?

2024 IPMs will receive a comprehensive and **compulsory** induction and training program:

- **one full day** during SWOT week (30 October – 3 November 2023)
- **two full days** during the week of 12 – 16 February 2024 (exact dates TBC); and
- **one full day** the week of 15 – 20 July 2024 (exact date TBC).

Candidates who cannot attend the dates above or are unavailable during O' Week S1 2024 (19 – 24 February 2024) **will not proceed in the program**, even if they have completed induction and training.

At the start of the academic year, new team members will be provided with an official IPM polo shirt to wear at all summer events. Then, based on their performance, they will also receive an IPM winter jacket during mid-year training.

How much time do IPMs volunteer?

IPMs are expected to volunteer in:

- at least **two full days** during International Student Welcome in Semester 1 and 2, and one day during Trimester 1, 2 and 3. For more information, [visit Academic Year Dates 2024](#)
- at least **four out of 12** weekly morning tea events each semester, including planning, set up and clean up
- 75% of the Language and Community Engagement (LCE) events each semester on Friday afternoon/evenings. There are typically four LCE events each semester, and one larger event (e.g., Eid, Mid-Autumn Festival, Diwali celebrations)
- a minimum of one outing in the ISS Discover Adelaide program; and
- one event during the ISS holiday social program (during semester breaks and between semesters).

IPMs are, at times, asked to take part in student panels during Orientation events, and in University committees, communities of practice and consultation sessions for student voice and feedback about specific issues and trends.

How do IPMs work as a team?

Importantly, IPMs are expected to maintain continuous communication with the IPM Program Coordinator and within the team via the IPM Facebook group and Messenger chat, and to acknowledge and respond to calls to support activities/events within a timely manner (i.e., within 48 hours).

If successful as a new IPM, team members will need to have an active **Facebook** and **Messenger** account to be added to the group during induction in SWOT week S2 2023.



What are the IPMs main responsibilities?

Student experience

IPMs are expected to:

- interact with student participants to ensure a great experience in a manner that values student culture and diversity
- assess student' needs to provide customised, effective solutions, referrals and support
- be present and proactive at events by engaging with students and encouraging them to network
- receive feedback and partner with the IPM Coordinator to take appropriate action when facing issues.

Working with others

As member of a high functioning team, IPMs should:

- contribute to a respectful and inclusive team environment, by welcoming and celebrating differences to ensure a supportive and engaging experience for all pod members, IPMs and student participants
- establish supportive and productive relationships with all IPMs
- collaborate with IPMs to support ISS operations and ensure optimal student experience.

Operations

Key operational responsibilities include, but are not limited to:

- performing tasks in accordance with applicable policies, procedures, and laws or regulations, including but not limited to the [Volunteer Handbook](#), privacy policy, [ESOS regulations](#)
- leading campus tours and other ISS activities to the highest standards, setting up and packing up events efficiently
- understanding and adhering to people safety policies and procedures to maintain a safe work environment, taking initiative in dealing with operational challenges
- using technology to support online activities, social media engagement, and provide positive student experiences.

What are an IPM's key skills and core values?

- **Inclusion and diversity:** Create/support an inclusive environment that values/celebrates differences.
- **Integrity and honesty:** Behave in an honest, fair, and ethical manner.
- **Student participant experience:** Enjoy working and connecting with, understanding, and helping others.
- **Personal responsibility:** Accept responsibility/accountability for actions.
- **Self-awareness:** Aware of how words or actions may be perceived by or affect others.
- **Collaboration and teamwork:** Work productively with others to achieve goals, seeking diverse perspectives.
- **Enthusiasm:** Enthusiastic about their role, looking for ways to make volunteer shifts fun and engaging.

Questions?

Please email International Student Support at iss@adelaide.edu.au with the heading 'IPM application query'.